

Transcript: Sara

Marulanda-6442437025153024-5111024074047488

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. My name is Sarah. May I have your name, please? Yes. It's Dominic Everett. Hello. How may I help you? Yes. I'm trying to, um, see where I qualify... like, what doctor I should go to, 'cause I selected, like, vision and dental and I don't know if it's, like, a certain doctor that takes the insurance. Okay. Let me check that for you. May I have the name of the agency that you are working with and the last four of your social to locate you on the system? It's TRC Staffing and it's 9418. 9418, TRC Staffing? Yes, ma'am. And okay, hold on please. Okay. And, Mr. Everett, just for security purposes can you please verify your address and date of birth? 1742 Nassers Road in Lexington, South Carolina 29073. June 24, 2003. Is your email dominic.3639@icloud.com? Yes, ma'am. Phone number 803-490-8496, 8496. Yes, ma'am. That correct? Okay, thank you. Okay, um, you said for dental and vision? Hmm? Yeah, do I have that? Okay. Yes, you are enrolled on Virtual Primary Care Dental and Vision for dental, vision and preventive care for employee only. Um, now do we- Okay. ... get your ID card? I did. Okay. So on each ID card, there is a phone number where you can call to locate participant providers. Like for the dental there is a phone number there. Um, for vision- Yeah, but I called the numbers, I called the numbers on the card and nobody answered them. Oh, okay. Give me just a minute. Just a minute while I download this information. I'm sorry, it's taking forever to download. Okay. Okay, just in the meantime, uh, let me tell you about the, the vision. For vision you can go to, um, um, Costco Optical, Walmart, Sam's Club and Vision Works. So I can go to Wal-... Uh, what was it called again? Costco Optical, Costco. Can you spell that? C-O-S-T-C-O, Costco, Costco. Costco? Yes. Walmart. Okay. Sam's Club. Okay. And, uh, Vision Works. Okay. And dental? For the dent-... The dental, they don't require network. Like, if your, if your dentist up here accept the insurance, they can send a claim or if they don't, you just pay for your package and you can send the claim to the APL for dental coverage and they will refund you whatever they're gonna cover. Okay. Okay. Um, other than that, is there anything else that I can help you with? Uh, does, does... I can go to any primary care doctor too, or? No, that is a Virtual Primary Care. Virtually, like video calls. Okay. How do I do that? Okay. Give me a minute please, while I get there. Okay, give me 10 minutes. I am downloading the information. Yes, ma'am. Yeah, I'm gonna give you... 4856. Okay, give me just a minute, okay? Sure. Thank you. Hello? Hello. Me? Okay. I'm gonna give you a website where you need to register for the virtual, uh, primary care. Oh, I don't have that already? Yes, you do have it, but you have to, um, to create a registration, log in. Okay. Okay, just let me know when, uh, you're ready to write it down. I'm ready. Okay. V as in Victor, I-R-T-U-A-L-C-A-R-D- Wait, you said virtual C? Yes. Virtual care- Okay.benefitsinacard.com. Okay. You need to register on that website. Register... Okay, so I got virtualcare.connecting. No, no, no. Virtualcare.benefitsinacard.com. Oh, okay.

Virtualcare.benefits- In a card. ... in a card.com. Got it. So I can make the appointment on that website? Yes, yes. Just remember that it's virtual. Okay, thank you. All righty. You're more than welcome. Anything else that I can help you with? Oh, no, that's all. All righty. Well, have a great day and thank you for calling Benefits in a Card. You too. Thank you. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. My name is Sarah. May I have your name, please? Yes. It's Dominic Everett. Hello. How may I help you? Yes. I'm trying to, um, see where I qualify... like, what doctor I should go to, 'cause I selected, like, vision and dental and I don't know if it's, like, a certain doctor that takes the insurance. Okay. Let me check that for you. May I have the name of the agency that you are working with and the last four of your social to locate you on the system? It's TRC Staffing and it's 9418. 9418, TRC Staffing? Yes, ma'am. And okay, hold on please. Okay. And, Mr. Everett, just for security purposes can you please verify your address and date of birth? 1742 Nassers Road in Lexington, South Carolina 29073. June 24, 2003. Is your email dominic.3639@icloud.com? Yes, ma'am. Phone number 803-490-8496, 8496. Yes, ma'am. That correct? Okay, thank you. Okay, um, you said for dental and vision? Hmm? Yeah, do I have that? Okay. Yes, you are enrolled on Virtual Primary Care Dental and Vision for dental, vision and preventive care for employee only. Um, now do we- Okay. ... get your ID card? I did. Okay. So on each ID card, there is a phone number where you can call to locate participant providers. Like for the dental there is a phone number there. Um, for vision- Yeah, but I called the numbers, I called the numbers on the card and nobody answered them. Oh, okay. Give me just a minute. Just a minute while I download this information. I'm sorry, it's taking forever to download. Okay. Okay, just in the meantime, uh, let me tell you about the, the vision. For vision you can go to, um, um, Costco Optical, Walmart, Sam's Club and Vision Works. So I can go to Wal-... Uh, what was it called again? Costco Optical, Costco. Can you spell that? C-O-S-T-C-O, Costco, Costco. Costco? Yes. Walmart. Okay. Sam's Club. Okay. And, uh, Vision Works. Okay. And dental? For the dent-... The dental, they don't require network. Like, if your, if your dentist up here accept the insurance, they can send a claim or if they don't, you just pay for your package and you can send the claim to the APL for dental coverage and they will refund you whatever they're gonna cover. Okay. Okay. Um, other than that, is there anything else that I can help you with? Uh, does, does... I can go to any primary care doctor too, or? No, that is a Virtual Primary Care. Virtually, like video calls. Okay. How do I do that? Okay. Give me a minute please, while I get there. Okay, give me 10 minutes. I am downloading the information. Yes, ma'am. Yeah, I'm gonna give you... 4856. Okay, give me just a minute, okay? Sure. Thank you. Hello? Hello. Me? Okay. I'm gonna give you a website where you need to register for the virtual, uh, primary care. Oh, I don't have that already? Yes, you do have it, but you have to, um, to create a registration, log in. Okay. Okay, just let me know when, uh, you're ready to write it down. I'm ready. Okay. V as in Victor, I-R-T-U-A-L-C-A-R-D- Wait, you said virtual C? Yes. Virtual care- Okay.benefitsinacard.com. Okay. You need to register on that website. Register... Okay, so I got virtualcare.connecting. No, no, no. Virtualcare.benefitsinacard.com. Oh, okay. Virtualcare.benefits- In a card. ... in a card.com. Got it. So I can make the

appointment on that website? Yes, yes. Just remember that it's virtual. Okay, thank you. All righty. You're more than welcome. Anything else that I can help you with? Oh, no, that's all. All righty. Well, have a great day and thank you for calling Benefits in a Card. You too. Thank you. Bye-bye.