

## Transcript: VICTORIA

Taylor-5035950973829120-5329072358342656

### Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Yes, um, I was calling because I'm trying to add my medicine on the, um, on my account but it's saying that I'm no longer taking it. I want to know how to change it. Uh, can I um... What do you mean you're trying to add medication to your account? Are you trying to get c- coverage for prescriptions? Yeah. Okay. What's the name of the agency you work for? Hello? TRC. TRC Staffing? Yes. And the last four of your Social? 4235. And your first and last name. Danny Berry. And then do you mind verifying your address and date of birth? 627 Baskerville Road, Womansuck, Illinois, 29018-8490. And then phone number 803-860-1398? Yes, ma'am. Email is dberry6009@gmail.com? Yes, ma'am. Okay. So, you actually have coverage for prescriptions a few different ways, so there's nothing that you need to add onto your enrollment. You have... Yeah. No. I was, um, I was in my account and I was adding a medication. What account? Um, hold on. I'm actually looking at that account now. Are you on a website? Are you on an app? The website. What do you mean, my account? Okay. So what specific website are you on? What is the URL? Um, I'm adding the, um... It says health records. It says who? The health records. Okay. What is the URL for the website? Are you on mybiac.com? Are you on ampublic.com? I, I don't understand what website you're on. Hello? It says virtucare.benefitsinacard.com. Oh, okay. So it looks like then you might be on the website for the virtual, the virtual services. Give me one second. Okay. Was this medication prescribed to you by someone that you saw on the virtual, uh, care website? No. It's, um, it was prescribed by my doctor. And I was, I was adding it, I was trying to add it on there to, um, I was putting all the medicine I was using but it, it says, it, it has the click door something to say I'm no longer using it and I want to change it. Okay. Are you planning on having a, an appointment virtually? Because that's just the website for your virtual appointments. It's not something that you- Oh, that's just for virtuals. Yeah. That's just like- Okay, so- ... if you're wanting to see someone virtually. Oh, okay. Okay. So by the medication part- But are you trying to get infor- So the medication part- Yes, sir, that's what you... That's what you would fill out to let the, the providers on that, on that service know what medications you're on. So, what are you trying to do? Are you trying to pick up your medication from, from a pharmacy? Yes. Yeah, yeah. Okay. I was trying to let them know what the medication I was on and but it says, it, it, it says I'm no longer taking it but I am taking it. That's why I wanted to change it. Okay. Well, like I said, that specific website that you're on is just for the virtual appointments. Okay. So, so it won't- Unless you're, unless you're planning on having- . ... an appointment virtually, I would see no reason why you need to update that information. Oh, okay. Okay. Now if you're just needing to go pick up your medication, all you would need- Yes. ... is your ID card. Do you have your ID card? No. Um, I didn't get the card yet. I didn't get the- Okay. I didn't get the cards yet. And I see why now, because your coverage just became active yesterday. Okay.

So ID cards are not made until after the coverage is active, which it takes about 7 to 10 business days to get the ID cards. So you should be getting them soon. Now, I personally- So... Say, go ahead. So here at Benefits in a Card, we will not have access to your ID cards until Thursday or Friday of this week. So if you want to call back Thursday or Friday of this week, we can then look up a digital copy of your ID card and email it to you. Okay. Thank you. Yes, sir. All right. Thank you. Was there, was there anything else you needed help with? Oh, that's it. Okay. You have a wonderful day. You might as well. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Yes, um, I was calling because I'm trying to add my medicine on the, um, on my account but it's saying that I'm no longer taking it. I want to know how to change it. Uh, can I um...

Speaker speaker\_0: What do you mean you're trying to add medication to your account? Are you trying to get c- coverage for prescriptions?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. What's the name of the agency you work for? Hello?

Speaker speaker\_1: TRC.

Speaker speaker\_0: TRC Staffing?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 4235.

Speaker speaker\_0: And your first and last name.

Speaker speaker\_1: Danny Berry.

Speaker speaker\_0: And then do you mind verifying your address and date of birth?

Speaker speaker\_1: 627 Baskerville Road, Womansuck, Illinois, 29018-8490.

Speaker speaker\_0: And then phone number 803-860-1398?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Email is dberry6009@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So, you actually have coverage for prescriptions a few different ways, so there's nothing that you need to add onto your enrollment. You have...

Speaker speaker\_1: Yeah. No. I was, um, I was in my account and I was adding a medication.

Speaker speaker\_0: What account?

Speaker speaker\_1: Um, hold on. I'm actually looking at that account now.

Speaker speaker\_0: Are you on a website? Are you on a app?

Speaker speaker\_1: The website.

Speaker speaker\_0: What do you mean, my account? Okay. So what specific website are you on? What is the URL?

Speaker speaker\_1: Um, I'm adding the, um... It says health records.

Speaker speaker\_0: It says who?

Speaker speaker\_1: The health records.

Speaker speaker\_0: Okay. What is the URL for the website? Are you on mybiac.com? Are you on ampublic.com? I, I don't understand what website you're on. Hello?

Speaker speaker\_1: It says [virtucare.benefitsinacard.com](http://virtucare.benefitsinacard.com).

Speaker speaker\_0: Oh, okay. So it looks like then you might be on the website for the virtual, the virtual services. Give me one second. Okay. Was this medication prescribed to you by someone that you saw on the virtual, uh, care website?

Speaker speaker\_1: No. It's, um, it was prescribed by my doctor. And I was, I was adding it, I was trying to add it on there to, um, I was putting all the medicine I was using but it, it says, it, it has the click door something to say I'm no longer using it and I want to change it.

Speaker speaker\_0: Okay. Are you planning on having a, an appointment virtually? Because that's just the website for your virtual appointments. It's not something that you-

Speaker speaker\_1: Oh, that's just for virtuals.

Speaker speaker\_0: Yeah. That's just like-

Speaker speaker\_1: Okay, so-

Speaker speaker\_0: ... if you're wanting to see someone virtually.

Speaker speaker\_1: Oh, okay. Okay. So by the medication part-

Speaker speaker\_0: But are you trying to get infor-

Speaker speaker\_1: So the medication part-

Speaker speaker\_0: Yes, sir, that's what you... That's what you would fill out to let the, the providers on that, on that service know what medications you're on. So, what are you trying to

do? Are you trying to pick up your medication from, from a pharmacy?

Speaker speaker\_1: Yes. Yeah, yeah.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I was trying to let them know what the medication I was on and but it says, it, it, it says I'm no longer taking it but I am taking it. That's why I wanted to change it.

Speaker speaker\_0: Okay. Well, like I said, that specific website that you're on is just for the virtual appointments.

Speaker speaker\_1: Okay. So, so it won't-

Speaker speaker\_0: Unless you're, unless you're planning on having-

Speaker speaker\_1: .

Speaker speaker\_0: ... an appointment virtually, I would see no reason why you need to update that information.

Speaker speaker\_1: Oh, okay. Okay.

Speaker speaker\_0: Now if you're just needing to go pick up your medication, all you would need-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... is your ID card. Do you have your ID card?

Speaker speaker\_1: No. Um, I didn't get the card yet. I didn't get the-

Speaker speaker\_0: Okay.

Speaker speaker\_1: I didn't get the cards yet.

Speaker speaker\_0: And I see why now, because your coverage just became active yesterday.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So ID cards are not made until after the coverage is active, which it takes about 7 to 10 business days to get the ID cards. So you should be getting them soon. Now, I personally-

Speaker speaker\_1: So... Say, go ahead.

Speaker speaker\_0: So here at Benefits in a Card, we will not have access to your ID cards until Thursday or Friday of this week. So if you want to call back Thursday or Friday of this week, we can then look up a digital copy of your ID card and email it to you.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: Was there, was there anything else you needed help with?

Speaker speaker\_1: Oh, that's it.

Speaker speaker\_0: Okay. You have a wonderful day.

Speaker speaker\_1: You might as well.

Speaker speaker\_0: Thank you. Bye-bye.