

## **Transcript: VICTORIA**

**Taylor-5246277327470592-4883045769232384**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hey, Victoria. Um, my name's Nichole Rushton and I'm trying to figure out what my benefits are and where I could go to the doctor. I just, uh, a handful of months ago started working for American Staff Corp and they gave me this card. And it talks about benefits in the card and 90-degree benefits and, uh, apparently I'm in some open enrollment. But no offense, every time I talk to somebody, they're like, "Oh, I'm just a coordinator. I don't know what y-" Like, "I can't tell you where you can go," and I'm confused. I wanna make sure I have coverage, that I could maybe go to the doctor today because I don't feel good and I'm hoping you can help me. Okay. I mean, we don't have- Because, I mean, I'm kind of- ... access- ... confused and frustrated. I understand. Okay. have access to specific doc- doctors, but I can definitely direct you, um, to a phone number to call. It's just based on, uh, what your... What's the, uh, name of the agency you're with again? American Staff Corp. Okay. And the last four of your Social? 4778. Okay. And then, uh, your first and last name. First name Nichole, N-I-C-H-O-L-E, and then Rushton like you're in a rush and carrying a ton of bricks. Okay. Uh, do you mind- And what else I need? Yeah. Do you mind verifying your address and date of birth? Yeah. Um, 19104 East 450 Road, Claremore, Oklahoma, 74017. And, uh, you said phone number or date of birth? Date of birth. Uh, March 9th, 1981. Okay. Uh, phone number, 918-861-8816? Correct. And then email is first initial dot last name zero zero @gmail.com? Correct. Okay. So, the medical plan you're enrolled into, um, is specifically designed for your preventative healthcare. So it, uh, covers things like yearly physicals, vaccinations- Okay. ... and preventative screenings. Uh- Okay. ... and it covers that at 100% as long as you stay in the network. Now, it does also come with, um, Walmart Health Virtual Care, which is like telehealth, and then it also comes with FreeRx, which is like a prescription plan, where if it's one of the covered medications that they offer, most of the medications are free. Um, if it's not free, it would be discounted. Um, so to find a provider for your preventative services you can either go onto multiplan.com or you can call Multiplan. Okay. Got you. And they can help you find a provider. Uh, do you need their phone number? No, I think I've got that one. They're the ones that told me to call you guys to get details about, um, my benefits. And really all I'm trying to do is see a doctor today. I did call this Walmart Health Virtual Care and they said that's not who they are anymore, that they're M- M- MBE or something and they can't find the company. And so I don't know, I'm probably just gonna cop out \$58 so I can get a doctor's note and go back to bed, to be quite frank. I don't know what else to do. It seems so hard to figure out what's, what's going on. And I... Not your fault, you're super kind and helpful. I just thought I'd be able to call someone and get going, but it's my fault for not digging deeper into this. Okay. I appreciate you. Yeah. If you want, I can double check on the virtual care and see who they switched to, so I can give you

that information. I appreciate you. I don't mean to be snarky. I just don't feel good. No, you're fine. Give me just a few seconds, let me double check on the virtual care and I'll be right back. I appreciate your assistance. Yes, ma'am. Oh, Jesus. Damn it. All righty, thank you so much for holding. So, I know, um, eventually, the virtual care will switch to a different company. But from the research that I've been doing, it should still be currently with Walmart Virtual Care. Um, so what I'm gonna do is, I'm gonna escalate this to upper management and see if we can figure out what's going on. And then I can give you a call back from there. Oh. I appreciate that. Yes, ma'am. Um, did you have any other questions in the meantime? Um, no, ma'am. I don't think so. I think that'll do for now. Okay. And just to make sure I got everything straight, you did contact Walmart, but they were having trouble locating, uh, the staffing agency in their system? Yeah. They... The only one they, they found was, uh, American Staff Inc., and they weren't sure that was my people. And I told them that I'm... I- it should be. I don't think there's multiple American Staff places, but I don't, I don't know. And I didn't... Okay. All right. Let me go ahead and reach out to upper management and see what I can find out. And as soon as I get a response, I will follow back up with you. I really appreciate you. Thank you so much. You're welcome. Have a good day. You too. Thank you. Bye-bye. Bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker\_2: Hey, Victoria. Um, my name's Nichole Rushton and I'm trying to figure out what my benefits are and where I could go to the doctor. I just, uh, a handful of months ago started working for American Staff Corp and they gave me this card. And it talks about benefits in the card and 90-degree benefits and, uh, apparently I'm in some open enrollment. But no offense, every time I talk to somebody, they're like, "Oh, I'm just a coordinator. I don't know what y-" Like, "I can't tell you where you can go," and I'm confused. I wanna make sure I have coverage, that I could maybe go to the doctor today because I don't feel good and I'm hoping you can help me.

Speaker speaker\_1: Okay. I mean, we don't have-

Speaker speaker\_2: Because, I mean, I'm kind of-

Speaker speaker\_1: ... access-

Speaker speaker\_2: ... confused and frustrated.

Speaker speaker\_1: I understand.

Speaker speaker\_2: Okay.

Speaker speaker\_1: have access to specific doc- doctors, but I can definitely direct you, um, to a phone number to call. It's just based on, uh, what your... What's the, uh, name of the agency you're with again?

Speaker speaker\_2: American Staff Corp.

Speaker speaker\_1: Okay. And the last four of your Social?

Speaker speaker\_2: 4778.

Speaker speaker\_1: Okay. And then, uh, your first and last name.

Speaker speaker\_2: First name Nichole, N-I-C-H-O-L-E, and then Rushton like you're in a rush and carrying a ton of bricks.

Speaker speaker\_1: Okay. Uh, do you mind-

Speaker speaker\_2: And what else I need?

Speaker speaker\_1: Yeah. Do you mind verifying your address and date of birth?

Speaker speaker\_2: Yeah. Um, 19104 East 450 Road, Claremore, Oklahoma, 74017. And, uh, you said phone number or date of birth?

Speaker speaker\_1: Date of birth.

Speaker speaker\_2: Uh, March 9th, 1981.

Speaker speaker\_1: Okay. Uh, phone number, 918-861-8816?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And then email is first initial dot last name zero zero @gmail.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. So, the medical plan you're enrolled into, um, is specifically designed for your preventative healthcare. So it, uh, covers things like yearly physicals, vaccinations-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... and preventative screenings. Uh-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... and it covers that at 100% as long as you stay in the network. Now, it does also come with, um, Walmart Health Virtual Care, which is like telehealth, and then it also comes with FreeRx, which is like a prescription plan, where if it's one of the covered medications that they offer, most of the medications are free. Um, if it's not free, it would be discounted. Um, so to find a provider for your preventative services you can either go onto multiplan.com or you can call Multiplan.

Speaker speaker\_2: Okay. Got you.

Speaker speaker\_1: And they can help you find a provider. Uh, do you need their phone number?

Speaker speaker\_2: No, I think I've got that one. They're the ones that told me to call you guys to get details about, um, my benefits. And really all I'm trying to do is see a doctor today. I did call this Walmart Health Virtual Care and they said that's not who they are anymore, that they're M- M- MBE or something and they can't find the company. And so I don't know, I'm probably just gonna cop out \$58 so I can get a doctor's note and go back to bed, to be quite frank. I don't know what else to do. It seems so hard to figure out what's, what's going on. And I... Not your fault, you're super kind and helpful. I just thought I'd be able to call someone and get going, but it's my fault for not digging deeper into this.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I appreciate you.

Speaker speaker\_1: Yeah. If you want, I can double check on the virtual care and see who they switched to, so I can give you that information.

Speaker speaker\_2: I appreciate you. I don't mean to be snarky. I just don't feel good.

Speaker speaker\_1: No, you're fine. Give me just a few seconds, let me double check on the virtual care and I'll be right back.

Speaker speaker\_2: I appreciate your assistance.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Oh, Jesus. Damn it.

Speaker speaker\_1: All righty, thank you so much for holding. So, I know, um, eventually, the virtual care will switch to a different company. But from the research that I've been doing, it should still be currently with Walmart Virtual Care. Um, so what I'm gonna do is, I'm gonna escalate this to upper management and see if we can figure out what's going on. And then I can give you a call back from there.

Speaker speaker\_2: Oh. I appreciate that.

Speaker speaker\_1: Yes, ma'am. Um, did you have any other questions in the meantime?

Speaker speaker\_2: Um, no, ma'am. I don't think so. I think that'll do for now.

Speaker speaker\_1: Okay. And just to make sure I got everything straight, you did contact Walmart, but they were having trouble locating, uh, the staffing agency in their system?

Speaker speaker\_2: Yeah. They... The only one they, they found was, uh, American Staff Inc., and they weren't sure that was my people. And I told them that I'm... I- it should be. I don't think there's multiple American Staff places, but I don't, I don't know. And I didn't...

Speaker speaker\_1: Okay. All right. Let me go ahead and reach out to upper management and see what I can find out. And as soon as I get a response, I will follow back up with you.

Speaker speaker\_2: I really appreciate you. Thank you so much.

Speaker speaker\_1: You're welcome. Have a good day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Bye.