

## Transcript: VICTORIA

**Taylor-5434833190305792-5911112784068608**

### Full Transcript

Thank you for calling Benefits NC AR. This is Victoria. How can I help you? Hi. Um, I was trying to log in to my account, 'cause, uh, I was trying to figure out my 1095 form for my taxes. And, uh, when I was trying to log in, it said my account was disabled. What website are you on? Uh... It just says Virtual Care Benefits NC AR. Okay. So firstly, this is for medical insurance and that's a website specifically for, like, virtual care services, like, um, like a, a doctor's appointment virtually. Oh. So for that form that you're looking for, you would actually need to reach out to your employer directly. Um, I'm not sure where that would be listed, if there is, like, an online service. But we don't have anything to do with the tax forms. Oh, okay. Okay. 'Cause uh, they gave me this number and they told me to call it. So, I don't know. Yeah. I mean, we administer medical insurance. But for tax forms, that would come from your employer or your payroll department or even HR. I'm, I'm not sure. But it would come from your employer. Oh, okay. Okay. Thank you. You're welcome. Thanks. Thanks.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits NC AR. This is Victoria. How can I help you?

Speaker speaker\_1: Hi. Um, I was trying to log in to my account, 'cause, uh, I was trying to figure out my 1095 form for my taxes. And, uh, when I was trying to log in, it said my account was disabled.

Speaker speaker\_0: What website are you on?

Speaker speaker\_1: Uh... It just says Virtual Care Benefits NC AR.

Speaker speaker\_0: Okay. So firstly, this is for medical insurance and that's a website specifically for, like, virtual care services, like, um, like a, a doctor's appointment virtually.

Speaker speaker\_1: Oh.

Speaker speaker\_0: So for that form that you're looking for, you would actually need to reach out to your employer directly. Um, I'm not sure where that would be listed, if there is, like, an online service. But we don't have anything to do with the tax forms.

Speaker speaker\_1: Oh, okay. Okay. 'Cause uh, they gave me this number and they told me to call it. So, I don't know.

Speaker speaker\_0: Yeah. I mean, we administer medical insurance. But for tax forms, that would come from your employer or your payroll department or even HR. I'm, I'm not sure. But it would come from your employer.

Speaker speaker\_1: Oh, okay. Okay. Thank you.

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: Thanks.

Speaker speaker\_0: Thanks.