

Transcript: VICTORIA

Taylor-5558930512723968-6375442450399232

Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Hi, y'all. My name's Ryan Barker. I've, uh, this is my third time calling. I keep getting, uh... Last call, I got disconnected. Call before, I was, um... I was given the number for... Well, someone thought it was Lyric but really it was EAP, um, and, uh, I'm, I'm just, uh, confused right now. They couldn't f- w- let me just start from the beginning. I just got my Benefits in a Card. I work for TRC Talent Solutions. Who, uh, who provides the counseling? Is it Lyric? Is... And how does this work? Um, are you talking about, like, the counseling with the behavioral health benefits? Yes. Okay. Um, give me one second. Okay. So I have a phone number specifically for the behavioral health counseling. It looks like it's 888-507-0435. Okay, yep, that's the number I called the first time. I, we just had some confusion. Um, they said, "Hey, what company are you with?" And I said, "TRC Talent Solutions." They said, "We don't know who you are." They couldn't find that in any of their records. So are... Is TRC Talent Solutions... Are, are we... Is it represented by Lyric? I, I don't understand how this works. Um, yeah, I mean, I just know TRC by TRC, not TRC Talent Solutions. Okay. Yeah, they, they didn't have any TRC, you know, Talent Solutions. Nothing like that. All th- the only thing that they could guess was that we were, you know, that I was under Lyric, but we weren't positive. Could you, could you verify that for me? Yeah. Give me just a few seconds. Thank you. Okay. Give me just one second. Let me put you on a brief hold. I'll be right back. Okay. Thank you. Okay. I think I accidentally just merged it, 'cause it wouldn't let me transfer. So, I'm sorry. Um, Ryan, are you on the line as well? Yep, still here. Hey, I have a representative on the other line for the behavioral health benefits. She's gonna try and help. Oh, all right. Very b- uh, just, uh, just while you're here, um, in case there's any confusion, are, are we listed under TRC? Should it be under Lyric? What, what should we show up as? So, TRC is your employer. Um, Lyric is the, the name of the carrier. Oh, okay. Okay. That all makes sense now. Thank you very much. You're welcome. Is the, uh, is that other person on the, on the phone? Yes. Yes, I'm on the line. I am here- All right. ... for this. Um, and she was telling me that you, uh, initially gave us a call and you were unable to locate you in our system. Yep, because I'm a goofball and I thought we were looking for TRC, but it turns out we're looking for Lyric. Okay. So- And then she mentioned also, uh- Hello? Yeah, she also mentioned that your employer was TRC? Yes. Okay. Give me a second. Okay, and before I proceed, I do want to let you know that this call is confidential unless you share with me that you're a threat to yourself or someone else, or if you share any kind of child or elder abuse, and I'm mandated to report that, okay? Understood. Thank you. Okay. Okay. And this is your first time giving us a call, correct? Uh, you could say- Apart from trying earlier- ... I don't think it's my first call, yeah. Yeah. Okay. Ma'am? Can I, um, interrupt for a second? I'm so sorry. Um- Yes, that's fine. So, I, I want to go ahead and try and disconnect the call. Are you able to assist him from here? 'Cause I, I- Yeah.

... don't want to stay on the line if it's- Mm-hmm. ... you know, confidential. Um, so I'm gonna go ahead and disconnect. I don't know if it's gonna disconnect the whole call, 'cause I did a merge. Okay. Uh, so let me go ahead and see if your- If you want, I can give you my, uh, cell phone number for a call back, if you'd like? Yeah, please. Uh, just give me a second. I can have that number? 678-977-7223. Okay. 678-977-7223? Mm-hmm. Okay, perfect. Thank you. All right. In case she does disconnect the call. Mm-hmm. All right, guys. Um, thank you so much, by the way, and I am gonna go ahead and disconnect. Okay. Thank you very much. Have a good one. You too. I feel like that was more complicated than... Just wondering if it-

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, y'all. My name's Ryan Barker. I've, uh, this is my third time calling. I keep getting, uh... Last call, I got disconnected. Call before, I was, um... I was given the number for... Well, someone thought it was Lyric but really it was EAP, um, and, uh, I'm, I'm just, uh, confused right now. They couldn't f- w- let me just start from the beginning. I just got my Benefits in a Card. I work for TRC Talent Solutions. Who, uh, who provides the counseling? Is it Lyric? Is... And how does this work?

Speaker speaker_0: Um, are you talking about, like, the counseling with the behavioral health benefits?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, give me one second. Okay. So I have a phone number specifically for the behavioral health counseling. It looks like it's 888-507-0435.

Speaker speaker_1: Okay, yep, that's the number I called the first time. I, we just had some confusion. Um, they said, "Hey, what company are you with?" And I said, "TRC Talent Solutions." They said, "We don't know who you are." They couldn't find that in any of their records. So are... Is TRC Talent Solutions... Are, are we... Is it represented by Lyric? I, I don't understand how this works.

Speaker speaker_0: Um, yeah, I mean, I just know TRC by TRC, not TRC Talent Solutions.

Speaker speaker_1: Okay. Yeah, they, they didn't have any TRC, you know, Talent Solutions. Nothing like that. All th- the only thing that they could guess was that we were, you know, that I was under Lyric, but we weren't positive. Could you, could you verify that for me?

Speaker speaker_0: Yeah. Give me just a few seconds.

Speaker speaker_1: Thank you.

Speaker speaker_0: Okay. Give me just one second. Let me put you on a brief hold. I'll be right back.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Okay. I think I accidentally just merged it, 'cause it wouldn't let me transfer. So, I'm sorry. Um, Ryan, are you on the line as well?

Speaker speaker_1: Yep, still here.

Speaker speaker_0: Hey, I have a representative on the other line for the behavioral health benefits. She's gonna try and help.

Speaker speaker_1: Oh, all right. Very b- uh, just, uh, just while you're here, um, in case there's any confusion, are, are we listed under TRC? Should it be under Lyric? What, what should we show up as?

Speaker speaker_0: So, TRC is your employer. Um, Lyric is the, the name of the carrier.

Speaker speaker_1: Oh, okay. Okay. That all makes sense now. Thank you very much.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Is the, uh, is that other person on the, on the phone?

Speaker speaker_2: Yes. Yes, I'm on the line. I am here-

Speaker speaker_1: All right.

Speaker speaker_2: ... for this. Um, and she was telling me that you, uh, initially gave us a call and you were unable to locate you in our system.

Speaker speaker_1: Yep, because I'm a goofball and I thought we were looking for TRC, but it turns out we're looking for Lyric.

Speaker speaker_2: Okay.

Speaker speaker_1: So-

Speaker speaker_2: And then she mentioned also, uh-

Speaker speaker_1: Hello?

Speaker speaker_2: Yeah, she also mentioned that your employer was TRC?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. Give me a second. Okay, and before I proceed, I do want to let you know that this call is confidential unless you share with me that you're a threat to yourself or someone else, or if you share any kind of child or elder abuse, and I'm mandated to report that, okay?

Speaker speaker_1: Understood. Thank you.

Speaker speaker_2: Okay. Okay. And this is your first time giving us a call, correct?

Speaker speaker_1: Uh, you could say-

Speaker speaker_2: Apart from trying earlier-

Speaker speaker_1: ... I don't think it's my first call, yeah. Yeah.

Speaker speaker_2: Okay.

Speaker speaker_0: Ma'am? Can I, um, interrupt for a second? I'm so sorry. Um-

Speaker speaker_2: Yes, that's fine.

Speaker speaker_0: So, I, I want to go ahead and try and disconnect the call. Are you able to assist him from here? 'Cause I, I-

Speaker speaker_2: Yeah.

Speaker speaker_0: ... don't want to stay on the line if it's-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... you know, confidential. Um, so I'm gonna go ahead and disconnect. I don't know if it's gonna disconnect the whole call, 'cause I did a merge.

Speaker speaker_2: Okay. Uh, so let me go ahead and see if your-

Speaker speaker_1: If you want, I can give you my, uh, cell phone number for a call back, if you'd like?

Speaker speaker_2: Yeah, please. Uh, just give me a second. I can have that number?

Speaker speaker_1: 678-977-7223.

Speaker speaker_2: Okay. 678-977-7223?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay, perfect. Thank you.

Speaker speaker_0: All right.

Speaker speaker_2: In case she does disconnect the call. Mm-hmm.

Speaker speaker_0: All right, guys. Um, thank you so much, by the way, and I am gonna go ahead and disconnect.

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you very much. Have a good one.

Speaker speaker_2: You too.

Speaker speaker_0: I feel like that was more complicated than... Just wondering if it-