

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I... Hey, Victoria. This is Robert Clark. How are you doing? Good. How are you? I'm, I'm fair to middling, I guess. I don't really know. Um, I was talking to my brother just now on the phone. He's had 13 strokes. And- Oh, wow. ... your phone number... and your phone number come up and I told him, I says, "I got to switch over. I got to find out what this is." I said, "'Cause it's a 1-800 number." Okay. I says, "I need to find out who this is and what's going on." Yeah, um, so sure. That's the reason. Okay. Um, here at Benefits on a Card, we, uh, just administer medical insurance if you work through like a staffing or a temp agency. Oh, okay. I don't. Oh, okay. It's possible we just have the wrong number then. Uh, oh, no. It's okay. I mean, I'm on disability and, um, I got United Healthcare. Okay. Um, Medicare, Medicare. Mm-hmm. But I don't have Medicaid. I did have- Okay. And somehow it got messed up and I don't know how, but now I'm trying to get my Medicaid back and I don't know how to do it. Got it. Yes. And so I'm 65 years old. I'm trying to figure this out because I'm computer stupid and people take advantage of that when I tell them that. Yeah, I understand. Yeah, so we- And so... On our end, we just administer, uh, medical insurance for, um, employees at like staffing agencies. So we don't have anything to do with like Medicaid or Medicare unfortunately. Right. I mean, I work part-time. I work part-time- Is it for like a staffing? ... in the grocery store. I'm, I'm a stocker. Uh, I stock groceries. Okay. Do you go through a staffing agency for that job or do you just work- Oh. ... directly with the grocery store? Directly through the grocery store. Yes, ma'am. Okay. Yeah. I think we just had the wrong number because like I said, this is just for employees that are actively working through like a temp agency or a staffing agency. Right. My son could use that one now because he's work-... He just got him a job through a temp agency. Uh, TRC, something like that. Okay. Yeah. And, uh, yeah. Yeah. He just got him a job through them and, uh... Okay. A- Actually, he just, he just went into drug rehab. He's been clean for, uh, two and a half, three months now. Okay. He passed his, he passed his drug test. I took him to his drug test yesterday and so he passed that. And then I took him to the rehab this morning and he's gotta do that for six months, but he's still working. He's, he's gonna work third shift. But like I said, it's through that, what they call TRC or something like that out of La Grange. Okay. Yeah, and TRC is one of our clients. So if he put your phone number down, we could have been trying to reach him. Um, I'm not too sure- Is his name Matthew? His name is Matthew, M-A-T-H-E-W Clark. C-L-A-R-K. Okay. Um, well, here's what you can do. You can just have him call us back and if it's something we were trying to reach him about, we'll, we'll be able to pull up his file and see. Yes, ma'am. I'm gon-... I gotta go see... I'm gon get to go see him tomorrow. Okay. So I can give him this number. I'll keep the number in my phone and I can give it to him and let him call you. Okay. That, that's fine. I know sometimes people- Because he, he could sure use the help. Yeah. I just know sometimes, you know, based off of like

enrollment forms I've seen, sometimes people will put their, uh, their family members' phone numbers down for them. So it... We very could have been trying to reach him directly. Um, but I'm not too sure. Okay. I would have to pull up his file. Either way, um, whenever you get a chance, just have him call us and we can go from there. If he gets back in touch with me today, I'll go ahead and give him your phone number. Okay. That would be great. And you said your name is what now? My name is Victoria. Victor- Oh, heck. My goddaughter's name's Victoria. Yeah. So I can, I can remember that. All right. Perfect. And, um, just to let you know, we're open as late as 8:00 PM Eastern Time and we open up at 8:00 AM. Okay. Um, and we're open Monday through Friday, so any of those days will work. Yes, ma'am. I will tell him that. All righty. But like I said, he could really use the help. He could use all the help he can get to get through. Okay. I know he's my oldest and I know he's 43 years old, but he's still my baby. I understand that. I mean, that's just the truth of the matter. Yeah. And so- He's very lucky to have you. ... he needs all the help. He's trying. He's trying really hard. Yeah. That's what matters the most. Um- Yes, ma'am. Now, if he's a new hire with, with TRC, I know they typically give new hires about 30 days from their first check to get enrolled into the insurance. Yes, ma'am. Um, so there is a, a window for eligibility. But yeah, I mean, as soon as you can get him to call in, we can pull up his file and see if he is eligible and go over the different plans for him. Well, if he calls me, if he calls me back today, I'll, I'm gon go ahead and give him your number. Okay. And, uh, that way he can call you and get in touch with y'all. Okay. That's fine. Um, and you can... He can either ask for me if I'm available. I might be taking other calls. If, if that's the case, anyone can help him. Um, but, you know, he could definitely ask for me and if I'm available, uh, I'll take over the call for him. That sounds great to me, Victoria. All righty. Well, did you need help with anything else? Can't nobody help me. I wish they could. Can't nobody help me. All righty. Well, I do wish you the best and, um, I hope you have a wonderful day. And you have a beautiful day too, Victoria. Thank you. Yes, ma'am. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hey, Victoria. This is Robert Clark. How are you doing?

Speaker speaker_0: Good. How are you?

Speaker speaker_1: I'm, I'm fair to middling, I guess . I don't really know. Um, I was talking to my brother just now on the phone. He's had 13 strokes. And-

Speaker speaker_0: Oh, wow.

Speaker speaker_1: ... your phone number... and your phone number come up and I told him, I says, "I got to switch over. I got to find out what this is." I said, "'Cause it's a 1-800 number."

Speaker speaker_0: Okay.

Speaker speaker_1: I says, "I need to find out who this is and what's going on."

Speaker speaker_0: Yeah, um, so sure.

Speaker speaker_1: That's the reason.

Speaker speaker_0: Okay. Um, here at Benefits on a Card, we, uh, just administer medical insurance if you work through like a staffing or a temp agency.

Speaker speaker_1: Oh, okay. I don't.

Speaker speaker_0: Oh, okay. It's possible we just have the wrong number then.

Speaker speaker_1: Uh, oh, no. It's okay. I mean, I'm on disability and, um, I got United Healthcare.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, Medicare, Medicare.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: But I don't have Medicaid. I did have-

Speaker speaker_0: Okay.

Speaker speaker_1: And somehow it got messed up and I don't know how, but now I'm trying to get my Medicaid back and I don't know how to do it.

Speaker speaker_0: Got it. Yes.

Speaker speaker_1: And so I'm 65 years old. I'm trying to figure this out because I'm computer stupid and people take advantage of that when I tell them that.

Speaker speaker_0: Yeah, I understand. Yeah, so we-

Speaker speaker_1: And so...

Speaker speaker_0: On our end, we just administer, uh, medical insurance for, um, employees at like staffing agencies. So we don't have anything to do with like Medicaid or Medicare unfortunately.

Speaker speaker_1: Right. I mean, I work part-time. I work part-time-

Speaker speaker_0: Is it for like a staffing?

Speaker speaker_1: ... in the grocery store. I'm, I'm a stocker. Uh, I stock groceries.

Speaker speaker_0: Okay. Do you go through a staffing agency for that job or do you just work-

Speaker speaker_1: Oh.

Speaker speaker_0: ... directly with the grocery store?

Speaker speaker_1: Directly through the grocery store. Yes, ma'am.

Speaker speaker_0: Okay. Yeah. I think we just had the wrong number because like I said, this is just for employees that are actively working through like a temp agency or a staffing

agency.

Speaker speaker_1: Right. My son could use that one now because he's work-... He just got him a job through a temp agency. Uh, TRC, something like that.

Speaker speaker_0: Okay. Yeah.

Speaker speaker_1: And, uh, yeah. Yeah. He just got him a job through them and, uh...

Speaker speaker_0: Okay.

Speaker speaker_1: A- Actually, he just, he just went into drug rehab. He's been clean for, uh, two and a half, three months now.

Speaker speaker_0: Okay.

Speaker speaker_1: He passed his, he passed his drug test. I took him to his drug test yesterday and so he passed that. And then I took him to the rehab this morning and he's gotta do that for six months, but he's still working. He's, he's gonna work third shift. But like I said, it's through that, what they call TRC or something like that out of La Grange.

Speaker speaker_0: Okay. Yeah, and TRC is one of our clients. So if he put your phone number down, we could have been trying to reach him. Um, I'm not too sure-

Speaker speaker_1: Is his name Matthew? His name is Matthew, M-A-T-H-E-W Clark. C-L-A-R-K.

Speaker speaker_0: Okay. Um, well, here's what you can do. You can just have him call us back and if it's something we were trying to reach him about, we'll, we'll be able to pull up his file and see.

Speaker speaker_1: Yes, ma'am. I'm gon-... I gotta go see... I'm gon get to go see him tomorrow.

Speaker speaker_0: Okay.

Speaker speaker_1: So I can give him this number. I'll keep the number in my phone and I can give it to him and let him call you.

Speaker speaker_0: Okay. That, that's fine. I know sometimes people-

Speaker speaker_1: Because he, he could sure use the help.

Speaker speaker_0: Yeah. I just know sometimes, you know, based off of like enrollment forms I've seen, sometimes people will put their, uh, their family members' phone numbers down for them. So it... We very could have been trying to reach him directly. Um, but I'm not too sure.

Speaker speaker_1: Okay.

Speaker speaker_0: I would have to pull up his file. Either way, um, whenever you get a chance, just have him call us and we can go from there.

Speaker speaker_1: If he gets back in touch with me today, I'll go ahead and give him your phone number.

Speaker speaker_0: Okay. That would be great.

Speaker speaker_1: And you said your name is what now?

Speaker speaker_0: My name is Victoria.

Speaker speaker_1: Victor- Oh, heck. My goddaughter's name's Victoria.

Speaker speaker_0: Yeah.

Speaker speaker_1: So I can, I can remember that.

Speaker speaker_0: All right. Perfect. And, um, just to let you know, we're open as late as 8:00 PM Eastern Time and we open up at 8:00 AM.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, and we're open Monday through Friday, so any of those days will work.

Speaker speaker_1: Yes, ma'am. I will tell him that.

Speaker speaker_0: All righty.

Speaker speaker_1: But like I said, he could really use the help. He could use all the help he can get to get through.

Speaker speaker_0: Okay.

Speaker speaker_1: I know he's my oldest and I know he's 43 years old, but he's still my baby.

Speaker speaker_0: I understand that.

Speaker speaker_1: I mean, that's just the truth of the matter.

Speaker speaker_0: Yeah.

Speaker speaker_1: And so-

Speaker speaker_0: He's very lucky to have you.

Speaker speaker_1: ... he needs all the help. He's trying. He's trying really hard.

Speaker speaker_0: Yeah. That's what matters the most. Um-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Now, if he's a new hire with, with TRC, I know they typically give new hires about 30 days from their first check to get enrolled into the insurance.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Um, so there is a, a window for eligibility. But yeah, I mean, as soon as you can get him to call in, we can pull up his file and see if he is eligible and go over the different plans for him.

Speaker speaker_1: Well, if he calls me, if he calls me back today, I'll, I'm gon go ahead and give him your number.

Speaker speaker_0: Okay.

Speaker speaker_1: And, uh, that way he can call you and get in touch with y'all.

Speaker speaker_0: Okay. That's fine. Um, and you can... He can either ask for me if I'm available. I might be taking other calls. If, if that's the case, anyone can help him. Um, but, you know, he could definitely ask for me and if I'm available, uh, I'll take over the call for him.

Speaker speaker_1: That sounds great to me, Victoria.

Speaker speaker_0: All righty. Well, did you need help with anything else?

Speaker speaker_1: Can't nobody help me. I wish they could. Can't nobody help me.

Speaker speaker_0: All righty. Well, I do wish you the best and, um, I hope you have a wonderful day.

Speaker speaker_1: And you have a beautiful day too, Victoria.

Speaker speaker_0: Thank you.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Bye-bye.