

Transcript: VICTORIA

Taylor-6065299503235072-4559495881080832

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. My name's Austin and I was just, uh, curious if I can get set up with, uh, anyone in virtual care. I heard that I can talk to a state licensed phys- physician. Okay. Um, what's the name of the agency you work for? Let's see. It's TRC. Okay. And the last four of your Social? Yes, ma'am. It's 5411. Have you started working with them or have been- Uh, yes, ma'am. ... working with them? Yeah. I work with them right now. Okay. You said it's TRC and the last four is 5411? Yeah. Uh, my, my employee ID is different than that though, but my, yeah, last four of my Social is 5411 and the, my employer is TRC. And first name is Austin? Uh, first name is David and middle name is Austin. Okay. Um, what's your last name? My last name is Robinson. Gotcha. And do you mind verifying your address and date of birth? Sure. My address is 6103 North Main Street, and my date of birth is July 26th of '94. All righty. And then phone number is 970-411-1623? Yes, ma'am. Okay. And email is austin.robinson82@gmail? Yes, ma'am. Okay. Um, let's see. Okay. So looks like... All right. So you do have the virtual urgent care benefit included in your medical plan, so what you would need to go... what would, what you would need to do, um, is go onto the website virtualcare.benefitsinacard.com. All right. Hold on one sec if you don't mind. I gotta type all this in. Okay. Oh, it actually might be on here. You said Virtual in a Card? Yes. It's, uh, virtualcare.benefitsinacard.com. Okay. Are you on that website, sir? Yeah. I, I gotta sign in. I'm, I'm doing the forgot my password thing right now. Oh, okay. I can't remember if I've got an account or not. Did you ever, uh, register it? I can't remember, honestly. I've been here like five times this week. Oh, okay. I am so tired. I need to rest. Yes. Uh... I think we're gonna have to... Okay. All right.... password does not meet all the requirements. The details of this notica- notification has been logged and forwarded to our team. Okay. Are you trying to create a file now? Um, I'm trying to just log in. I, I did the reset password. I don't know if I have an account. I don't know if you can check on that. I mean... Yeah. There's not a way for me to see if you have an account or not. Um, I w- I mean, if you don't remember, I would just go ahead and try and set up one. It should tell you when you're in the process of doing that if there is an account. I'm just waiting on the email basically. Okay. All right. Cool. I got logged in. Let's see. So, I guess I had... I guess I can just do everything from here I guess. Okay. Uh, let's see. Urgent Care. Cool. All right. Thank you. You're welcome. You have a wonderful day. All right. You too. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, Victoria. My name's Austin and I was just, uh, curious if I can get set up with, uh, anyone in virtual care. I heard that I can talk to a state licensed phys- physician.

Speaker speaker_0: Okay. Um, what's the name of the agency you work for?

Speaker speaker_1: Let's see. It's TRC.

Speaker speaker_0: Okay. And the last four of your Social?

Speaker speaker_1: Yes, ma'am. It's 5411.

Speaker speaker_0: Have you started working with them or have been-

Speaker speaker_1: Uh, yes, ma'am.

Speaker speaker_0: ... working with them?

Speaker speaker_1: Yeah. I work with them right now.

Speaker speaker_0: Okay. You said it's TRC and the last four is 5411?

Speaker speaker_1: Yeah. Uh, my, my employee ID is different than that though, but my, yeah, last four of my Social is 5411 and the, my employer is TRC.

Speaker speaker_0: And first name is Austin?

Speaker speaker_1: Uh, first name is David and middle name is Austin.

Speaker speaker_0: Okay. Um, what's your last name?

Speaker speaker_1: My last name is Robinson.

Speaker speaker_0: Gotcha. And do you mind verifying your address and date of birth?

Speaker speaker_1: Sure. My address is 6103 North Main Street, and my date of birth is July 26th of '94.

Speaker speaker_0: All righty. And then phone number is 970-411-1623?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And email is austin.robinson82@gmail?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, let's see. Okay. So looks like... All right. So you do have the virtual urgent care benefit included in your medical plan, so what you would need to go... what would, what you would need to do, um, is go onto the website virtualcare.benefitsinacard.com.

Speaker speaker_1: All right. Hold on one sec if you don't mind. I gotta type all this in.

Speaker speaker_0: Okay.

Speaker speaker_1: Oh, it actually might be on here. You said Virtual in a Card?

Speaker speaker_0: Yes. It's, uh, virtualcare.benefitsinacard.com.

Speaker speaker_1: Okay.

Speaker speaker_0: Are you on that website, sir?

Speaker speaker_1: Yeah. I, I gotta sign in. I'm, I'm doing the forgot my password thing right now.

Speaker speaker_0: Oh, okay.

Speaker speaker_1: I can't remember if I've got an account or not.

Speaker speaker_0: Did you ever, uh, register it?

Speaker speaker_1: I can't remember, honestly. I've been here like five times this week.

Speaker speaker_0: Oh, okay.

Speaker speaker_2: I am so tired. I need to rest.

Speaker speaker_1: Yes. Uh...

Speaker speaker_2: I think we're gonna have to...

Speaker speaker_3: Okay. All right.

Speaker speaker_1: ... password does not meet all the requirements. The details of this notice- notification has been logged and forwarded to our team.

Speaker speaker_0: Okay. Are you trying to create a file now?

Speaker speaker_1: Um, I'm trying to just log in. I, I did the reset password. I don't know if I have an account. I don't know if you can check on that. I mean...

Speaker speaker_0: Yeah. There's not a way for me to see if you have an account or not. Um, I w- I mean, if you don't remember, I would just go ahead and try and set up one. It should tell you when you're in the process of doing that if there is an account.

Speaker speaker_1: I'm just waiting on the email basically.

Speaker speaker_0: Okay.

Speaker speaker_1: All right. Cool. I got logged in. Let's see. So, I guess I had... I guess I can just do everything from here I guess.

Speaker speaker_0: Okay.

Speaker speaker_1: Uh, let's see. Urgent Care. Cool. All right. Thank you.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: All right. You too. Bye-bye.

Speaker speaker_0: Bye-bye.