

Transcript: Chris Sofield

(deactivated)-6331979924979712-6437186004533248

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Ariel. How can I help you? Hi, this is, uh, Chris over at Benefits in a Card as well. Um, I have a quick question. Um, I have an insured... I have, uh, uh, an enrolled member on the line. Uh, wanting to get a little bit of information regarding, uh, he said I think it was a referral that was done for him through the virtual care program. Um, I've got him on my back line. Uh, he, he just needs to speak with someone regarding, like, just seeing that information on the portal if possible or getting that from, from his virtual care team if possible. Okay. Let me go ahead and pull up his account. What is his last name? Uh, last name White. W-H-I-T-E. First name Anthony. Anthony White. And his date of birth? Date of birth is 9/21/76. Okay, let me take a look here. Anthony White. And you said it was about a referral? Yeah. He said it was a... He said it was a referral that was set up for him by the, uh, by the provider he spoke with through the virtual care service. Mm-hmm. Okay. We didn't send in any referrals for him. Our doctors are not able to do that with our service, with virtual urgent care. Um, yeah, so we didn't send any type of referral for him. Okay. Um, are... Uh, would you be able to, like, explain that to him? 'Cause I'm, I'm not exactly sure what it is that he's looking for myself. Um- Yeah, that's no problem. You can... Yeah. Yeah. You can transfer him over here. Okay, awesome. Thank you so much. And I'm sorry, what was your name again? Uh, yes, Ariel. Ariel. Okay. Let me go ahead and, um, I'm gonna, uh, I'm gonna let him know I'm transferring over to- uh, transferring him over and, uh, he should be on here soon. Okay? Okay, perfect. All right. Thank you, Ariel. Mm-hmm. Hello, Mr. White?

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Ariel. How can I help you?

Speaker speaker_1: Hi, this is, uh, Chris over at Benefits in a Card as well. Um, I have a quick question. Um, I have an insured... I have, uh, uh, an enrolled member on the line. Uh, wanting to get a little bit of information regarding, uh, he said I think it was a referral that was done for him through the virtual care program. Um, I've got him on my back line. Uh, he, he just needs to speak with someone regarding, like, just seeing that information on the portal if possible or getting that from, from his virtual care team if possible.

Speaker speaker_0: Okay. Let me go ahead and pull up his account. What is his last name?

Speaker speaker_1: Uh, last name White. W-H-I-T-E. First name Anthony.

Speaker speaker_0: Anthony White. And his date of birth?

Speaker speaker_1: Date of birth is 9/21/76.

Speaker speaker_0: Okay, let me take a look here. Anthony White. And you said it was about a referral?

Speaker speaker_1: Yeah. He said it was a... He said it was a referral that was set up for him by the, uh, by the provider he spoke with through the virtual care service.

Speaker speaker_0: Mm-hmm. Okay. We didn't send in any referrals for him. Our doctors are not able to do that with our service, with virtual urgent care. Um, yeah, so we didn't send any type of referral for him.

Speaker speaker_1: Okay. Um, are... Uh, would you be able to, like, explain that to him? 'Cause I'm, I'm not exactly sure what it is that he's looking for myself. Um-

Speaker speaker_0: Yeah, that's no problem. You can... Yeah.

Speaker speaker_1: Yeah.

Speaker speaker_0: You can transfer him over here.

Speaker speaker_1: Okay, awesome. Thank you so much. And I'm sorry, what was your name again?

Speaker speaker_0: Uh, yes, Ariel.

Speaker speaker_1: Ariel. Okay. Let me go ahead and, um, I'm gonna, uh, I'm gonna let him know I'm transferring over t- uh, transferring him over and, uh, he should be on here soon. Okay?

Speaker speaker_0: Okay, perfect.

Speaker speaker_1: All right. Thank you, Ariel.

Speaker speaker_0: Mm-hmm. Hello, Mr. White?