

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. Okay. My name is Destiny. How can I assist you? Hi, Destiny. This is, um... Is it Anthony? Yeah. Alejandro. Alejandro. Yes, ma'am. Um, sorry, I didn't know this was the same place we could call for urgent care, virtual care or something? No. So this is the place that y- we would give you information regarding that. Oh. Um, I believe once you become active, you do get a email setting that up. Oh, so, so I'm not active yet? You, um, I have to get in your file, 'cause honestly I kinda forgot. But I believe you are, if I'm honest, 'cause what I looked, it looks like you are, but let me just make sure before I double, before I tell you so. But when it comes to your virtual urgent care, um, you do get a email once you become active. So, you should have a email somewhere in your emails. I don't, I don't have a way to send you that. But you should have, um, somewhere in your emails you should have received that, so that you could set that up and schedule, like, a virtual appointment. Mm-hmm. Okay- So they do send you that in your email. Uh, but let me get in your file just so that I'm sure. Uh, you said you're with TRC, right? And what are the last four of your social- Yeah. ... ID? Uh, 1523. For security purposes, can you verify your address and date of birth? Yes. Of course. Uh, 7289 Burlington Road, Wixit, North Carolina. Um, area code 27377. And, um, date of birth 08-22-2001. Okay. Then I have 336-536-3684 as your phone number? Yes. Okay. And then, alexachecko0736 at gmail.com, right? Yes, ma'am. So yeah, you're active. You've been active since, um, July of 2024. I- I thought so, yeah, 'cause I remember going through a process for a while. Um- So- Okay. ... that means that, um, you received... You should have received a email, um, regarding your virtual primary care, 'cause that's through... Let me see. That one. Virtual, virtual and urgent care. Okay, so that's included with your MUC Tele-RS, as well as your VIP standard plan. So yeah, you should have received a email, um, that they sent you, letting you know to set that up. So I would- Gotcha. ... look in the search bar, maybe virtual urgent care, and see if you see it in your email, 'cause that's something that they send you, and then from there, you just set it up. Ah, okay. Yeah. Here it is. Yeah. It... So it says, "Confirm the URN FreeRx Membership ID." So you would just have to- Um, and then- Mm-hmm. So you would just have to, um, set that up and follow those prompts. Okay, so one, one of them is, uh, "Your Walmart Virtual Healthcare account will be activated within 24 hours." Is that, is that the same thing? So you, you would have to, um, register. So I would set that up. Oh. 'Cause it's your virtual urgent care. Yeah, yeah. Okay. Gotcha. Okay. I, I appreciate that, Destiny. Thank you very much. Um... Uh-huh. And then, um, I was gonna tell you that I went ahead and emailed the main office regarding that. Uh, whenever they... Whenever they, um... Whenever they send me your card, I'll just end up sending it to your email file, and then I'll give you a call letting you know that I sent it. And if you don't answer, I'll just leave you a voice message. Gotcha. That, that'll be perfect, Destiny. Thank you very much. Mm-hmm. All right. I appreciate your assistance. And if you have any questions, you're

always welcome to call us and then we'll be happy to answer them. Yes, ma'am. I will do. Thank you. And then, um, if you... If you ever have questions also, I can give you the website and their phone number for your virtual primary care, just in case that it, you don't see the email. It's called virtual.carebenefitsinacard.com. Mm-hmm. Oh, um, yeah, if you, if you don't mind while I have you, uh, on the phone with me. Mm-hmm. So you want the website? Yes, please. Yes. Okay, so it's virtual, which is V-I-R-T-U-A-L C-A-R-E. So virtual- Mm-hmm. Period. Benefits. B-E-N-E-F-I-T-S-I-N-A-C-A-R-D. So, virtualcare.benefitsinacard.com. And then, also, I have their phone number. Just in case you need it. Uh, all right. All right, I am ready for that phone number. It's 800-497- 800-497- ... 4856. And then this is virtual primary care, provides members with face-to-face visits with their physicians across devices. Gotcha. Okay. So that was, uh, 800-497-485- 4856. Mm-hmm. 4856. Okay. Got it, got it. Thank you. Thank you very much. You welcome. Did you have any other questions? Uh, no, that should be all, Destiny. Thank you. All right. Well, I hope you have a great day. I, I think I'm gonna stay on for a little bit. Uh-huh. All right. Have a nice day. All right. Thank you. Thank you. Likewise. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card.

Speaker speaker_1: Okay.

Speaker speaker_0: My name is Destiny. How can I assist you?

Speaker speaker_1: Hi, Destiny. This is, um... Is it Anthony? Yeah. Alejandro. Alejandro. Yes, ma'am. Um, sorry, I didn't know this was the same place we could call for urgent care, virtual care or something?

Speaker speaker_0: No. So this is the place that y- we would give you information regarding that.

Speaker speaker_1: Oh.

Speaker speaker_0: Um, I believe once you become active, you do get a email setting that up.

Speaker speaker_1: Oh, so, so I'm not active yet?

Speaker speaker_0: You, um, I have to get in your file, 'cause honestly I kinda forgot. But I believe you are, if I'm honest, 'cause what I looked, it looks like you are, but let me just make sure before I double, before I tell you so. But when it comes to your virtual urgent care, um, you do get a email once you become active. So, you should have a email somewhere in your emails. I don't, I don't have a way to send you that. But you should have, um, somewhere in your emails you should have received that, so that you could set that up and schedule, like, a virtual appointment.

Speaker speaker_1: Mm-hmm. Okay-

Speaker speaker_0: So they do send you that in your email. Uh, but let me get in your file just so that I'm sure. Uh, you said you're with TRC, right? And what are the last four of your social-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... ID?

Speaker speaker_1: Uh, 1523.

Speaker speaker_0: For security purposes, can you verify your address and date of birth?

Speaker speaker_1: Yes. Of course. Uh, 7289 Burlington Road, Wixit, North Carolina. Um, area code 27377. And, um, date of birth 08-22-2001.

Speaker speaker_0: Okay. Then I have 336-536-3684 as your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then, alexachecko0736 at gmail.com, right?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: So yeah, you're active. You've been active since, um, July of 2024.

Speaker speaker_1: I- I thought so, yeah, 'cause I remember going through a process for a while. Um-

Speaker speaker_0: So-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that means that, um, you received... You should have received a email, um, regarding your virtual primary care, 'cause that's through... Let me see. That one. Virtual, virtual and urgent care. Okay, so that's included with your MUC Tele-RS, as well as your VIP standard plan. So yeah, you should have received a email, um, that they sent you, letting you know to set that up. So I would-

Speaker speaker_1: Gotcha.

Speaker speaker_0: ... look in the search bar, maybe virtual urgent care, and see if you see it in your email, 'cause that's something that they send you, and then from there, you just set it up.

Speaker speaker_1: Ah, okay. Yeah. Here it is. Yeah. It... So it says, "Confirm the URN FreeRx Membership ID."

Speaker speaker_0: So you would just have to-

Speaker speaker_1: Um, and then-

Speaker speaker_0: Mm-hmm. So you would just have to, um, set that up and follow those prompts.

Speaker speaker_1: Okay, so one, one of them is, uh, "Your Walmart Virtual Healthcare account will be activated within 24 hours." Is that, is that the same thing?

Speaker speaker_0: So you, you would have to, um, register. So I would set that up.

Speaker speaker_1: Oh.

Speaker speaker_0: 'Cause it's your virtual urgent care.

Speaker speaker_1: Yeah, yeah. Okay. Gotcha. Okay. I, I appreciate that, Destiny. Thank you very much. Um...

Speaker speaker_0: Uh-huh. And then, um, I was gonna tell you that I went ahead and emailed the main office regarding that. Uh, whenever they... Whenever they, um... Whenever they send me your card, I'll just end up sending it to your email file, and then I'll give you a call letting you know that I sent it. And if you don't answer, I'll just leave you a voice message.

Speaker speaker_1: Gotcha. That, that'll be perfect, Destiny. Thank you very much.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: All right. I appreciate your assistance.

Speaker speaker_0: And if you have any questions, you're always welcome to call us and then we'll be happy to answer them.

Speaker speaker_1: Yes, ma'am. I will do. Thank you.

Speaker speaker_0: And then, um, if you... If you ever have questions also, I can give you the website and their phone number for your virtual primary care, just in case that it, you don't see the email. It's called virtual.carebenefitsinacard.com.

Speaker speaker_1: Mm-hmm. Oh, um, yeah, if you, if you don't mind while I have you, uh, on the phone with me.

Speaker speaker_0: Mm-hmm. So you want the website?

Speaker speaker_1: Yes, please. Yes.

Speaker speaker_0: Okay, so it's virtual, which is V-I-R-T-U-A-L C-A-R-E. So virtual-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Period. Benefits. B-E-N-E-F-I-T-S-I-N-A-C-A-R-D. So, virtualcare.benefitsinacard.com. And then, also, I have their phone number. Just in case you need it.

Speaker speaker_1: Uh, all right. All right, I am ready for that phone number.

Speaker speaker_0: It's 800-497-

Speaker speaker_1: 800-497-

Speaker speaker_0: ... 4856. And then this is virtual primary care, provides members with face-to-face visits with their physicians across devices.

Speaker speaker_1: Gotcha. Okay. So that was, uh, 800-497-485-

Speaker speaker_0: 4856. Mm-hmm.

Speaker speaker_1: 4856. Okay. Got it, got it. Thank you. Thank you very much.

Speaker speaker_0: You welcome. Did you have any other questions?

Speaker speaker_1: Uh, no, that should be all, Destiny. Thank you.

Speaker speaker_0: All right. Well, I hope you have a great day.

Speaker speaker_1: I, I think I'm gonna stay on for a little bit.

Speaker speaker_0: Uh-huh. All right. Have a nice day.

Speaker speaker_1: All right. Thank you. Thank you. Likewise. Bye-bye.