

Transcript: Estefania

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Full Transcript

Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Hi. Um, I just wanted to know, um, exactly what my benefits covered and a list of maybe some, um, MediClick, um- Providers? I'm like words are not... It... Providers. Thank you. Mm-hmm. Just, uh, providers that I qualify for. Okay. Yeah. I tried to find it on the website, but I couldn't, so I was hoping you could help me. So I can... I don't have that list of providers myself, but I do have the contact number that you can call and they'll actually help you find providers near your area. That would be great. Um, but I have to see what plan you have to know- Okay. ... which one to give to you. Um, what's the staffing agency that you're currently with? PRC. Okay. I'm sorry. You said PRC? Mm-hmm. Okay. And then what are the last two- I'm sorry, the last four numbers of your Social? 3627. Okay. And your first and last name, please? First name Shekinah, last name Duthie. Okay. Come on one second. What were those last four? Did you say 3632? 3627. 27. Okay. Thank you. Okay. And then for security purposes, I would need you to verify your full address and your date of birth. Mm-hmm. Absolutely. My address is 2817 Vineyard Way, Myrna, Georgia 30082, and my date of birth is April 4, 2001. Okay. And I have 404-725-1632 as your phone number. That's exactly right. And then I have S-C... I'm sorry. S-H-E-K-I-D-U-T-H-I-E@gmail.com? Uh, yeah. It's just S-H-E-K-I-D-U-T-H-I-E@gmail.com. Is that what you said? Okay. Yes. Thank you. And then, um... Okay. And then I do see that h- you currently have virtual primary care as well as dental. Let's see. Okay. Um, you were trying to find a dental provider? Just a list of everything that I have, dental and whatever covers in the virtual. Yeah. So I know with your virtual primary care, you should've received the email to, um, set that up. So you should have that somewhere in your emails, 'cause once you become active- I got emailed to a website and... Mm-hmm. But that doesn't really give me any information. 'Cause I know that's our only virtual. So I wouldn't have any other providers for that. Oh, okay. Um, so you should be having that, that website. Okay. And then for your dental, I do have the number. Did you want me to go ahead and send you your dental card? Since you became active- Yes. ... just this week, you should probably be getting your dental card mailed out to you either Thursday, Friday this week, or, um- Oh, okay. ... next week. Either this week or next week. Okay. I'll wait for that mail. But if you want, I can go ahead and email it to you. I can see if it's ready. That would be great. Okay. Um, and then i- in that email that I'm gonna send to you, I'm gonna write down the number to find providers for dental. Oh, that'd be great. Thank you so much. Okay. You're welcome. I'm gonna be right back. Okay. Okay. Thank you for your hold. Okay. So, it looks like your card isn't ready yet. Um, did you need it today- Okay. 'Cause if you- No, I don't... Okay. Um, 'cause I- most likely, it'll be ready tomorrow, 'cause typically they are ready on the first Thursday that you become active. So, if you want, I can leave myself a note to follow up tomorrow and I ch- I'll check to see if it's ready, and if it is, I'll send it to you. And if it's not, I'll

send a email to the main office so that they can get that card ready. That would be great. Okay. So, I'll leave myself a note and then, if it is ready and I do send it, I'll call you- Yeah. ... to let you know that I sent it. And if you don't answer, I'll leave you a voice message and send you an email as well. And so, I'll do that. Oh, you can send an email. I'm pretty good- Okay. ... with looking at my emails. You don't have to call me. Gotcha. That's okay. Okay. And then- You're really kind of me for taking the extra step though. Oh, thank you. And then I was gonna tell you that if you still don't see that email regarding your virtual primary care, I also- Mm-hmm. ... um, was gonna tell you that you can go to the website and activate it that way. Okay. And then from there, it's very simple. It just guides you of what to do, like step-by-step. But if you want- Awesome. ... I can give you that website, just in case you don't see it or are having trouble finding it in your emails. I can provide that website to you. Yeah. What is the name of the website? Yeah. It's gonna be Virtual, so that's V as in Victor, I as in Ice cream, R as in Romeo, T as in Tom, U as in Unicorn, A as in Alpha, L as in Loud, and then C as in Charlie, A as in Apple, R as in Romeo, E as in Echo, period. Mm-hmm. Benefitsinacard.com. Mm-hmm. And that's together. Okay. So, that's virtualcare.benefitsinacard.com. And then- Okay. Sounds good. ... you will just scroll down where it says, um, "Not Active? Activate now." And then from there, you just have to follow the prompts. And it also provides me a phone number. I don't know if you want that phone number just to have it, like in your records maybe. Sure. I'd like that. That's 800- Uh-huh. ... 497- Uh-huh. ... 4856. So, again, 800-497-4856. And then prom- Okay. Virtual Primary Care provides members with face-to-face visits with their physicians across devices. With VPC, members can connect with a physician by phone or video technician- Okay. ... enabling both the physician and member to experience the complete benefits. Okay. So yeah, so you just have to do that when it comes to your Virtual. And then, for your dental, um, whenever I send over that email, in that same email there's that number to find the providers. Did you want me to give you that number already or did you just want me to email it with your card? Yeah, I'll just wait for the email. There's no rush. Thank you. Okay. You're welcome. And then I'll leave myself that note for tomorrow. Okay. Thanks, you. Bye. You're welcome. Have a nice day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi. Um, I just wanted to know, um, exactly what my benefits covered and a list of maybe some, um, MediClick, um-

Speaker speaker_0: Providers?

Speaker speaker_1: I'm like words are not... It... Providers. Thank you.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Just, uh, providers that I qualify for.

Speaker speaker_0: Okay. Yeah.

Speaker speaker_1: I tried to find it on the website, but I couldn't, so I was hoping you could help me.

Speaker speaker_0: So I can... I don't have that list of providers myself, but I do have the contact number that you can call and they'll actually help you find providers near your area.

Speaker speaker_1: That would be great.

Speaker speaker_0: Um, but I have to see what plan you have to know-

Speaker speaker_1: Okay.

Speaker speaker_0: ... which one to give to you. Um, what's the staffing agency that you're currently with?

Speaker speaker_1: PRC.

Speaker speaker_0: Okay. I'm sorry. You said PRC?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. And then what are the last two- I'm sorry, the last four numbers of your Social?

Speaker speaker_1: 3627.

Speaker speaker_0: Okay. And your first and last name, please?

Speaker speaker_1: First name Shekinah, last name Duthie.

Speaker speaker_0: Okay. Come on one second. What were those last four? Did you say 3632?

Speaker speaker_1: 3627.

Speaker speaker_0: 27. Okay. Thank you. Okay. And then for security purposes, I would need you to verify your full address and your date of birth.

Speaker speaker_1: Mm-hmm. Absolutely. My address is 2817 Vineyard Way, Myrna, Georgia 30082, and my date of birth is April 4, 2001.

Speaker speaker_0: Okay. And I have 404-725-1632 as your phone number.

Speaker speaker_1: That's exactly right.

Speaker speaker_0: And then I have S-C... I'm sorry. S-H-E-K-I-D-U-T-H-I-E@gmail.com?

Speaker speaker_1: Uh, yeah. It's just S-H-E-K-I-D-U-T-H-I-E@gmail.com. Is that what you said?

Speaker speaker_0: Okay. Yes. Thank you. And then, um... Okay. And then I do see that h-you currently have virtual primary care as well as dental. Let's see. Okay. Um, you were trying to find a dental provider?

Speaker speaker_1: Just a list of everything that I have, dental and whatever covers in the virtual. Yeah.

Speaker speaker_0: So I know with your virtual primary care, you should've received the email to, um, set that up. So you should have that somewhere in your emails, 'cause once you become active-

Speaker speaker_1: I got emailed to a website and...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: But that doesn't really give me any information.

Speaker speaker_0: 'Cause I know that's our only virtual. So I wouldn't have any other providers for that.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Um, so you should be having that, that website.

Speaker speaker_1: Okay.

Speaker speaker_0: And then for your dental, I do have the number. Did you want me to go ahead and send you your dental card? Since you became active-

Speaker speaker_1: Yes.

Speaker speaker_0: ... just this week, you should probably be getting your dental card mailed out to you either Thursday, Friday this week, or, um-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... next week. Either this week or next week.

Speaker speaker_1: Okay. I'll wait for that mail.

Speaker speaker_0: But if you want, I can go ahead and email it to you. I can see if it's ready.

Speaker speaker_1: That would be great.

Speaker speaker_0: Okay. Um, and then i- in that email that I'm gonna send to you, I'm gonna write down the number to find providers for dental.

Speaker speaker_1: Oh, that'd be great. Thank you so much.

Speaker speaker_0: Okay. You're welcome. I'm gonna be right back.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Thank you for your hold. Okay. So, it looks like your card isn't ready yet. Um, did you need it today-

Speaker speaker_2: Okay.

Speaker speaker_0: 'Cause if you-

Speaker speaker_2: No, I don't...

Speaker speaker_0: Okay. Um, 'cause I- most likely, it'll be ready tomorrow, 'cause typically they are ready on the first Thursday that you become active. So, if you want, I can leave myself a note to follow up tomorrow and I ch- I'll check to see if it's ready, and if it is, I'll send it to you. And if it's not, I'll send a email to the main office so that they can get that card ready.

Speaker speaker_2: That would be great.

Speaker speaker_0: Okay. So, I'll leave myself a note and then, if it is ready and I do send it, I'll call you-

Speaker speaker_2: Yeah.

Speaker speaker_0: ... to let you know that I sent it. And if you don't answer, I'll leave you a voice message and send you an email as well. And so, I'll do that.

Speaker speaker_2: Oh, you can send an email. I'm pretty good-

Speaker speaker_0: Okay.

Speaker speaker_2: ... with looking at my emails. You don't have to call me.

Speaker speaker_0: Gotcha.

Speaker speaker_2: That's okay.

Speaker speaker_0: Okay. And then-

Speaker speaker_2: You're really kind of me for taking the extra step though.

Speaker speaker_0: Oh, thank you. And then I was gonna tell you that if you still don't see that email regarding your virtual primary care, I also-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... um, was gonna tell you that you can go to the website and activate it that way.

Speaker speaker_2: Okay.

Speaker speaker_0: And then from there, it's very simple. It just guides you of what to do, like step-by-step. But if you want-

Speaker speaker_2: Awesome.

Speaker speaker_0: ... I can give you that website, just in case you don't see it or are having trouble finding it in your emails. I can provide that website to you.

Speaker speaker_2: Yeah. What is the name of the website?

Speaker speaker_0: Yeah. It's gonna be Virtual, so that's V as in Victor, I as in Ice cream, R as in Romeo, T as in Tom, U as in Unicorn, A as in Alpha, L as in Loud, and then C as in Charlie, A as in Apple, R as in Romeo, E as in Echo, period.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Benefitsinacard.com.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: And that's together.

Speaker speaker_2: Okay.

Speaker speaker_0: So, that's virtualcare.benefitsinacard.com. And then-

Speaker speaker_2: Okay. Sounds good.

Speaker speaker_0: ... you will just scroll down where it says, um, "Not Active? Activate now." And then from there, you just have to follow the prompts. And it also provides me a phone number. I don't know if you want that phone number just to have it, like in your records maybe.

Speaker speaker_2: Sure. I'd like that.

Speaker speaker_0: That's 800-

Speaker speaker_2: Uh-huh.

Speaker speaker_0: ... 497-

Speaker speaker_2: Uh-huh.

Speaker speaker_0: ... 4856. So, again, 800-497-4856. And then prom-

Speaker speaker_2: Okay.

Speaker speaker_0: Virtual Primary Care provides members with face-to-face visits with their physicians across devices. With VPC, members can connect with a physician by phone or video technician-

Speaker speaker_2: Okay.

Speaker speaker_0: ... enabling both the physician and member to experience the complete benefits. Okay. So yeah, so you just have to do that when it comes to your Virtual. And then, for your dental, um, whenever I send over that email, in that same email there's that number to find the providers. Did you want me to give you that number already or did you just want me to email it with your card?

Speaker speaker_2: Yeah, I'll just wait for the email. There's no rush. Thank you.

Speaker speaker_0: Okay. You're welcome. And then I'll leave myself that note for tomorrow.

Speaker speaker_2: Okay. Thanks, you. Bye.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_2: You too.