

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Hello, Stephanie. This is Alberto. And this call is, uh, regarding the service of virtual care. Okay. Um, you said the service of tourist care? I'm sorry? Virtual care. Uh, I got an email. Mm-hmm. Uh, um... Uh, it says, uh, "While your activation's successful..." Um, this virtual service that you have for consultations through... Virtual or remote consultations. I'm not sure if you're aware of it. So we're the healthcare administrators for staff and agencies. Are you trying to sign up for healthcare benefits? Hm. No. I think it's everything, but yeah, no worries. Um, do you know when I'm gonna receive the, my new cards? Okay, so for that I do need to get in your file, 'cause I'm not gonna be able to tell you without getting in your file. Um, what's the name of the staff- Mm-hmm. ... and agency that you work for? Oxford. Okay, and then what are the last four of your social? 9350. Okay. For security purposes, could you please verify your address and your date of birth? 1749 West Palo Vista Boulevard in Tucson, Arizona. December 19, 1983. 520-476-5384 is your phone number. 5384, yes. And then I have your first name period last name at gmail.com. Is that up to date? Yes. Okay. Okay, give me one second. Let me verify. Okay, so it looks like this is the first week that you have active coverage, so you should be receiving your card, um, probably either today or either the beginning of this upcoming week. Okay, but if I need one- Uh, but, but if you want, I can go ahead and email you your card, 'cause I can send it also to your email so that you can go ahead and have that available. Yes, please. Okay, yeah. Um, give me one second. Um, can I put you in brief hold while I do that? Okay. Okay, I'll be right back. Thank you for your hold. I went ahead and emailed you, um, that card to you. Do you mind double checking just to make sure that you did get it? Yes, I just got it. Okay, sir. Okay. You should be getting, um, your card pretty soon. If you don't get it probably towards the ending of next week, I would call back. But you should be getting it pretty soon. Okay, but- Mm-hmm. So there are one, it's only one card, right, in this case? Yes, sir. Mm-hmm. Yeah, it's only one. The one? Okay. Um, um- And it's gonna be the same card that I just emailed you, but the physical one. All right. Um, since I got the email from you welcoming to the use of virtual care to buy benefits in a card, I received that email on January 21st. No, probably as you said, this Monday and I enrolled on the 21st. I started to book a consultation today. I got the confirmation of the consultation. It said, "Your diagnostic consultation has been successfully submitted to a physician. You will receive an email within two hours with the instructions to join the video session." But I never got the link instead- So if you want I can give you the phone number that you can call, because, um, I don't have access to that virtual urgent care. I need you- No, uh, are you... One of your colleagues already sent me to, uh, connected me to their phone system, uh, and they sent me back to customer service, because instead of receiving the link for the video consultation or video

session, I got links to upload documents. But they never mentioned what documents they needed for me to, to upload until I called them. And they said that they canceled it, because they needed picture of the medication that I wanted to be refilled. Mm-hmm. Um, and, uh, and that they don't know... Well, to be honest, it says that, uh, the system should have told me what they needed before send me an internet message or even canceling the, the appointment in their end. Um, so I'm speaking with you to raise a complaint. Okay. So if I'm completely honest, who you, you really... 'Cause, 'cause I don't have, like, a way to fix that 'cause we're just the administrators. Um, I don't really have access to the virtual care services. It would be- And they don't give any- ... 1-800 number that, um, you would have to call. Which one definitely- Well, the only 1-800, the 1-800 number that I have from the confirmation email is the one I'm dialing with you ending in 4856. So they refer- If she... Mm-hmm. ... to everything- Yes, because we're the- Everything that we need to- I understand, yeah. But regarding to the virtual care services, there's a different number that you have to contact. So we're the number- Okay. We're the healthcare administrators. I don't really have access to that virtual care services. Um, I'm not really sure- Okay. ... why you can't. Okay. Well, in this case, I want to raise it that it's helpless already, that service. Um, so my question is, now they got the card, the scanned, the scanned version of the, of the card sent by you says that you, we still have Walmart Health Virtual Care as a provider? So, um, the virtual urgent care comes with the MEC ... 'cause that comes with the plan that you selected. Mm-hmm. It's part of that package. You don't have to use it if you don't want to, but it does come with it. It comes included. It's not something that is mandatory for you to use. It's added on- No, no. Uh, yeah, it, it was... It seems to be convenient to be honest, and I appreciate that it's included. Sure. But if they are... They can cancel a consultation as they want to without even notifying the patient, then it's taking up more time than actually helping us. Hmm. I'm sorry. Yeah. Yeah. Um, so my question again is- Mm-hmm. ... can I still use Walmart Health virtual care? Is it, is it included in my, in my policy? I believe not, sir. Um, 'cause I just see virtual urgent care. I don't see anything about Walmart. 'Cause that... The one that you have sent me, it says medical multi-plan, MEC coverage, no co-payments, no deductible, no out of pockets, Walmart Health virtual care. But to be honest with you, I canceled the policy last year because I was getting invoices from providers and then I learned that not everything was included, but I never- Mm-hmm. ... was aware of that, so I'm, I'm asking you now. It's not covered. Is this or not? Not sure. I don't think it is, but let me double check. But I believe it's not. Um, give me one second. Let me... So your question is if you could use virtual Walmart Healthcare? Yeah, as it's printed in the card they just, just sent me. Okay. Okay. Give me one second. Sorry. No, I'm not. Okay. Thank you for your hold, sir. I just wanted to double check before I told you, but apparently, Walmart- Mm-hmm. ... is no longer, um, part of this service. So you would have to go through the virtual urgent care unfortunately, um, because Walmart isn't part of that service anymore. Okay. Okay, so even though it's printed in the card they just sent me? And, uh, I should receive it before tomorrow. It's printed in the card? Yeah. What does it say in the card? I'm sorry. Can, can you see it? You sent it to me. Give me one second. It's the one that I just sent you, right? Yes. 'Cause the only thing that I'm looking for Walmart is because they offer services that virtual care benefits in the card is providing. Okay. Give me one second. Okay, sir. So I just got done asking, 'cause I wasn't really quite sure why it's saying that, um, but apparently it should not be saying this. So it looks like we're gonna investigate. Um, and then I'll be sending a email to my supervisor- supervisor regarding what you just told me, that they

canceled your, um, consultation without notifying you and see if there's anything that we can do regarding that. But yeah- Yes. Yes. We're not- Since they're- They're- Uh-huh. They're not through Walmart anymore, so I'm not sure why. Maybe your card isn't updated yet, but, um, I'll definitely let them know, and we'll look into it, and then I'll also let my supervisor know to see if we can do anything about them canceling your, um, consultation without notifying you. So I'll send a email regarding that. But, um, I did double check with somebody above me, and they did confirm that I- walmart is no longer part of that service. Okay. Uh- Yes, sir. Yes. I totally understand that you are the administrator. But if, I guess, one of the suppliers, like virtual care providers, is not to the level, or- Mm-hmm. ... they are doing things at their will, and they are not having, like, a department to raise complaints- Yes, sir. ... I should notify you, so you can take whatever measures you need to take- Mm-hmm. ... to either change the provider or- or- or make them do better? Okay. Yes, sir. So I'll be sending that email, and then, um, I'll let him know. Uh, let me see. Let me... So you said that they just canceled it without notifying you. Correct? After I called asking for why I never got the link. Mm-hmm. And they said that I should have uploaded documentation, when I was never notified which documentation to upload and why. So nobody... They just send me, uh, automated text messages without no further explanation. I- I understand- Okay. ... totally understand that if they needed to cancel, uh, because they need documentation from me, that's totally fair, but they needed to tell me- Which ones. ... what they were needing. Yeah, exactly. Yeah. Mm-hmm. If not, I'm just... I don't understand. Yeah. Oh, no. And was it for today's medication? I wasn't- I wasn't... Was it? Sorry? Was it for today's, that, um, like, consultation? Yes. Oh, okay. Okay, yeah, 'cause, um, I would have to reach out to somebody above me for them to do that. But I'll definitely be sending out a email once I get off the phone with you, um, regarding that and also regarding w- the Walmart Virtual Healthcare, 'cause it shouldn't be saying that on your card, 'cause we're no longer with them. Um, but I will definitely be sending a email, and I'm pretty sure they're- they're gonna be reaching back, um, probably maybe tomorrow. Okay. I'll be waiting for the call. Okay. Or email. All right. Okay. Uh, most likely, we'll call you but if you don't answer, we'll leave you a voice message and send you an email. Okay. Thank you. You're welcome. I'm sorry for that. But I'll be sending that email. Yeah. Th- thanks. Thanks so much. That will be helpful. You're welcome. Have a nice day. Have a nice evening. And thank you. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hello, Stephanie. This is Alberto. And this call is, uh, regarding the service of virtual care.

Speaker speaker_1: Okay. Um, you said the service of tourist care? I'm sorry?

Speaker speaker_2: Virtual care. Uh, I got an email.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Uh, um... Uh, it says, uh, "While your activation's successful..." Um, this virtual service that you have for consultations through... Virtual or remote consultations. I'm not sure if you're aware of it.

Speaker speaker_1: So we're the healthcare administrators for staff and agencies. Are you trying to sign up for healthcare benefits?

Speaker speaker_2: Hm. No. I think it's everything, but yeah, no worries. Um, do you know when I'm gonna receive the, my new cards?

Speaker speaker_1: Okay, so for that I do need to get in your file, 'cause I'm not gonna be able to tell you without getting in your file. Um, what's the name of the staff-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and agency that you work for?

Speaker speaker_2: Oxford.

Speaker speaker_1: Okay, and then what are the last four of your social?

Speaker speaker_2: 9350.

Speaker speaker_1: Okay. For security purposes, could you please verify your address and your date of birth?

Speaker speaker_2: 1749 West Palo Vista Boulevard in Tucson, Arizona. December 19, 1983.

Speaker speaker_1: 520-476-5384 is your phone number.

Speaker speaker_2: 5384, yes.

Speaker speaker_1: And then I have your first name period last name at gmail.com. Is that up to date?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Okay, give me one second. Let me verify. Okay, so it looks like this is the first week that you have active coverage, so you should be receiving your card, um, probably either today or either the beginning of this upcoming week.

Speaker speaker_2: Okay, but if I need one-

Speaker speaker_1: Uh, but, but if you want, I can go ahead and email you your card, 'cause I can send it also to your email so that you can go ahead and have that available.

Speaker speaker_2: Yes, please.

Speaker speaker_1: Okay, yeah. Um, give me one second. Um, can I put you in brief hold while I do that?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, I'll be right back. Thank you for your hold. I went ahead and emailed you, um, that card to you. Do you mind double checking just to make sure that you did get it?

Speaker speaker_3: Yes, I just got it.

Speaker speaker_1: Okay, sir.

Speaker speaker_3: Okay.

Speaker speaker_1: You should be getting, um, your card pretty soon. If you don't get it probably towards the ending of next week, I would call back. But you should be getting it pretty soon.

Speaker speaker_3: Okay, but-

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: So there are one, it's only one card, right, in this case?

Speaker speaker_1: Yes, sir. Mm-hmm. Yeah, it's only one.

Speaker speaker_3: The one? Okay. Um, um-

Speaker speaker_1: And it's gonna be the same card that I just emailed you, but the physical one.

Speaker speaker_3: All right. Um, since I got the email from you welcoming to the use of virtual care to buy benefits in a card, I received that email on January 21st. No, probably as you said, this Monday and I enrolled on the 21st. I started to book a consultation today. I got the confirmation of the consultation. It said, "Your diagnostic consultation has been successfully submitted to a physician. You will receive an email within two hours with the instructions to join the video session." But I never got the link instead-

Speaker speaker_1: So if you want I can give you the phone number that you can call, because, um, I don't have access to that virtual urgent care. I need you-

Speaker speaker_3: No, uh, are you... One of your colleagues already sent me to, uh, connected me to their phone system, uh, and they sent me back to customer service, because instead of receiving the link for the video consultation or video session, I got links to upload documents. But they never mentioned what documents they needed for me to, to upload until I called them. And they said that they canceled it, because they needed picture of the medication that I wanted to be refilled.

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: Um, and, uh, and that they don't know... Well, to be honest, it says that, uh, the system should have told me what they needed before send me an internet message or even canceling the, the appointment in their end. Um, so I'm speaking with you to raise a complaint.

Speaker speaker_1: Okay. So if I'm completely honest, who you, you really... 'Cause, 'cause I don't have, like, a way to fix that 'cause we're just the administrators. Um, I don't really have access to the virtual care services. It would be-

Speaker speaker_3: And they don't give any-

Speaker speaker_1: ... 1-800 number that, um, you would have to call. Which one definitely-

Speaker speaker_3: Well, the only 1-800, the 1-800 number that I have from the confirmation email is the one I'm dialing with you ending in 4856. So they refer-

Speaker speaker_1: If she... Mm-hmm.

Speaker speaker_3: ... to everything-

Speaker speaker_1: Yes, because we're the-

Speaker speaker_3: Everything that we need to-

Speaker speaker_1: I understand, yeah. But regarding to the virtual care services, there's a different number that you have to contact. So we're the number-

Speaker speaker_3: Okay.

Speaker speaker_1: We're the healthcare administrators. I don't really have access to that virtual care services. Um, I'm not really sure-

Speaker speaker_3: Okay.

Speaker speaker_1: ... why you can't.

Speaker speaker_3: Okay. Well, in this case, I want to raise it that it's helpless already, that service. Um, so my question is, now they got the card, the scanned, the scanned version of the, of the card sent by you says that you, we still have Walmart Health Virtual Care as a provider?

Speaker speaker_1: So, um, the virtual urgent care comes with the MEC ... 'cause that comes with the plan that you selected.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: It's part of that package. You don't have to use it if you don't want to, but it does come with it. It comes included. It's not something that is mandatory for you to use. It's added on-

Speaker speaker_2: No, no. Uh, yeah, it, it was... It seems to be convenient to be honest, and I appreciate that it's included.

Speaker speaker_1: Sure.

Speaker speaker_2: But if they are... They can cancel a consultation as they want to without even notifying the patient, then it's taking up more time than actually helping us.

Speaker speaker_1: Hmm. I'm sorry. Yeah. Yeah.

Speaker speaker_2: Um, so my question again is-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... can I still use Walmart Health virtual care? Is it, is it included in my, in my policy?

Speaker speaker_1: I believe not, sir. Um, 'cause I just see virtual urgent care. I don't see anything about Walmart.

Speaker speaker_2: 'Cause that... The one that you have sent me, it says medical multi-plan, MEC coverage, no co-payments, no deductible, no out of pockets, Walmart Health virtual care. But to be honest with you, I canceled the policy last year because I was getting invoices from providers and then I learned that not everything was included, but I never-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... was aware of that, so I'm, I'm asking you now.

Speaker speaker_1: It's not covered.

Speaker speaker_2: Is this or not?

Speaker speaker_1: Not sure. I don't think it is, but let me double check. But I believe it's not. Um, give me one second. Let me... So your question is if you could use virtual Walmart Healthcare?

Speaker speaker_2: Yeah, as it's printed in the card they just, just sent me.

Speaker speaker_1: Okay. Okay. Give me one second. Sorry.

Speaker speaker_2: No, I'm not.

Speaker speaker_1: Okay. Thank you for your hold, sir. I just wanted to double check before I told you, but apparently, Walmart-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... is no longer, um, part of this service. So you would have to go through the virtual urgent care unfortunately, um, because Walmart isn't part of that service anymore.

Speaker speaker_2: Okay. Okay, so even though it's printed in the card they just sent me? And, uh, I should receive it before tomorrow.

Speaker speaker_1: It's printed in the card?

Speaker speaker_2: Yeah.

Speaker speaker_1: What does it say in the card? I'm sorry.

Speaker speaker_2: Can, can you see it? You sent it to me.

Speaker speaker_1: Give me one second. It's the one that I just sent you, right?

Speaker speaker_2: Yes. 'Cause the only thing that I'm looking for Walmart is because they offer services that virtual care benefits in the card is providing.

Speaker speaker_1: Okay. Give me one second. Okay, sir. So I just got done asking, 'cause I wasn't really quite sure why it's saying that, um, but apparently it should not be saying this. So it looks like we're gonna investigate. Um, and then I'll be sending a email to my supervisor-supervisor regarding what you just told me, that they canceled your, um, consultation without notifying you and see if there's anything that we can do regarding that. But yeah-

Speaker speaker_2: Yes. Yes. We're not- Since they're-

Speaker speaker_1: They're- Uh-huh. They're not through Walmart anymore, so I'm not sure why. Maybe your card isn't updated yet, but, um, I'll definitely let them know, and we'll look into it, and then I'll also let my supervisor know to see if we can do anything about them canceling your, um, consultation without notifying you. So I'll send a email regarding that. But, um, I did double check with somebody above me, and they did confirm that I- walmart is no longer part of that service.

Speaker speaker_2: Okay. Uh-

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Yes. I totally understand that you are the administrator. But if, I guess, one of the suppliers, like virtual care providers, is not to the level, or-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... they are doing things at their will, and they are not having, like, a department to raise complaints-

Speaker speaker_1: Yes, sir.

Speaker speaker_2: ... I should notify you, so you can take whatever measures you need to take-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... to either change the provider or- or- or make them do better?

Speaker speaker_1: Okay. Yes, sir. So I'll be sending that email, and then, um, I'll let him know. Uh, let me see. Let me... So you said that they just canceled it without notifying you. Correct?

Speaker speaker_2: After I called asking for why I never got the link.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And they said that I should have uploaded documentation, when I was never notified which documentation to upload and why. So nobody... They just send me, uh, automated text messages without no further explanation. I- I understand-

Speaker speaker_1: Okay.

Speaker speaker_2: ... totally understand that if they needed to cancel, uh, because they need documentation from me, that's totally fair, but they needed to tell me-

Speaker speaker_1: Which ones.

Speaker speaker_2: ... what they were needing. Yeah, exactly.

Speaker speaker_1: Yeah. Mm-hmm.

Speaker speaker_2: If not, I'm just... I don't understand. Yeah.

Speaker speaker_1: Oh, no. And was it for today's medication?

Speaker speaker_2: I wasn't- I wasn't... Was it? Sorry?

Speaker speaker_1: Was it for today's, that, um, like, consultation?

Speaker speaker_2: Yes.

Speaker speaker_1: Oh, okay. Okay, yeah, 'cause, um, I would have to reach out to somebody above me for them to do that. But I'll definitely be sending out a email once I get off the phone with you, um, regarding that and also regarding w- the Walmart Virtual Healthcare, 'cause it shouldn't be saying that on your card, 'cause we're no longer with them. Um, but I will definitely be sending a email, and I'm pretty sure they're- they're gonna be reaching back, um, probably maybe tomorrow.

Speaker speaker_2: Okay. I'll be waiting for the call.

Speaker speaker_1: Okay.

Speaker speaker_2: Or email.

Speaker speaker_1: All right. Okay. Uh, most likely, we'll call you but if you don't answer, we'll leave you a voice message and send you an email.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. I'm sorry for that. But I'll be sending that email.

Speaker speaker_2: Yeah. Th- thanks. Thanks so much. That will be helpful.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_2: Have a nice evening. And thank you.

Speaker speaker_1: Thank you.