

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. I'm trying to find out, um, how the virtual, um, urgent care system works. Um, I'm new to y'all's insurance and my son, he's really, really sick. Um, well, he- he's been sick going on now three, three days. And I've called all the urgent cares that's near me, they're all full or they got like four, four to five-hour waits and- Yeah. ... I'm trying to avoid taking him to the actual ER 'cause it's gonna be longer. Yeah, okay. So I was wondering if you... How it works. How it works. Yes, ma'am. Uh-huh. Okay. Yeah, I can help you. Um, which staffing agency do you work for? Um, it was Terra, but now I think it's Ver- Vertella. Okay. If that's something Yes, ma'am. And then what are the last four of your social? 7360. Okay. Thank you. Mm-hmm. And then for security purposes, could you verify your address and your date of birth for me, please? Um, my address is 2336 Elder Lane, Fort Worth, Texas 76112. And my date of birth is April 14th, 1982. Okay. Thank you. Mm-hmm. And then is 6824124011 your phone number? Yes, ma'am. Uh-huh. Okay. Then 682... I'm sorry. M-O-M-O-S Three Kings 37 at gmail.com, is that up to date? Yes, Mama. Three Kings 37. Yes. Uh-huh. Okay. All right. So let's see. Give me one second. Let me check real quick. Okay. Okay. Thank you for your hold. Um, I'm just double-checking- Mm-hmm. ... real quick because I believe they send you an email to register and once you register, you have access to those services. Oh, okay. But give me one second. I'm just verifying real quick. Okay. 'Cause I believe that's what they do. Um, I don't know if you would want to look through your emails to see if you received that, um, email requiring you to register. Oh, okay. 'Cause I am looking and it says, "Once account registration is complete, you will have access to the services by simple contacting services." And it gives you our number. "Please have your insurance information ready." Uh, and I know everything's via face-to-face visits with physicians. Um, so I would check your email to see. Okay. I'm checking now. Uh, would that have- Mm-hmm. ... like, would it had came from Benefit, uh, Benefit with a Card or Benefit in a Card? Like is it something separate? Yes, I would, I would check... I would check, um, info@benefitsinacard.com. Info. Okay. I'll look on there and see. Um, if not- Mm-hmm. ... would, would I be able to do, use this website that says virtualcare.benefitsinacard just on the- Yes. I was about- ... home page? ... to give you that too. Okay. Yes, ma'am. Um- Okay. ... because you would have... By the looks of it, you would have to register. Once you're registered, it gives you access to those services. Okay. So I would look in your... 'Cause I believe they do send you an email once you become active since it comes with, um, with- which, which is part of your plan. Mm-hmm. Yeah. So I would- Okay. ... look through the emails. If you don't find it, you're welcome to give us a call again. Okay. I'll look through my email and, and see, um, what I can find. Okay. Yes, ma'am. I appreciate it. You're welcome. Have a great day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. I'm trying to find out, um, how the virtual, um, urgent care system works. Um, I'm new to y'all's insurance and my son, he's really, really sick. Um, well, he- he's been sick going on now three, three days. And I've called all the urgent cares that's near me, they're all full or they got like four, four to five-hour waits and-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... I'm trying to avoid taking him to the actual ER 'cause it's gonna be longer.

Speaker speaker_0: Yeah, okay.

Speaker speaker_1: So I was wondering if you...

Speaker speaker_0: How it works.

Speaker speaker_1: How it works. Yes, ma'am. Uh-huh.

Speaker speaker_0: Okay. Yeah, I can help you. Um, which staffing agency do you work for?

Speaker speaker_1: Um, it was Terra, but now I think it's Ver- Vertella.

Speaker speaker_0: Okay.

Speaker speaker_1: If that's something

Speaker speaker_2: Yes, ma'am. And then what are the last four of your social?

Speaker speaker_1: 7360.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And then for security purposes, could you verify your address and your date of birth for me, please?

Speaker speaker_1: Um, my address is 2336 Elder Lane, Fort Worth, Texas 76112. And my date of birth is April 14th, 1982.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And then is 6824124011 your phone number?

Speaker speaker_1: Yes, ma'am. Uh-huh.

Speaker speaker_2: Okay. Then 682... I'm sorry. M-O-M-O-S Three Kings 37 at gmail.com, is that up to date?

Speaker speaker_1: Yes, Mama. Three Kings 37. Yes. Uh-huh.

Speaker speaker_2: Okay. All right. So let's see. Give me one second. Let me check real quick.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay. Thank you for your hold. Um, I'm just double-checking-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... real quick because I believe they send you an email to register and once you register, you have access to those services.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: But give me one second. I'm just verifying real quick.

Speaker speaker_1: Okay.

Speaker speaker_2: 'Cause I believe that's what they do. Um, I don't know if you would want to look through your emails to see if you received that, um, email requiring you to register.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: 'Cause I am looking and it says, "Once account registration is complete, you will have access to the services by simple contacting services." And it gives you our number. "Please have your insurance information ready." Uh, and I know everything's via face-to-face visits with physicians. Um, so I would check your email to see.

Speaker speaker_1: Okay. I'm checking now. Uh, would that have-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... like, would it had came from Benefit, uh, Benefit with a Card or Benefit in a Card? Like is it something separate?

Speaker speaker_2: Yes, I would, I would check... I would check, um, info@benefitsinacard.com.

Speaker speaker_1: Info. Okay. I'll look on there and see. Um, if not-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... would, would I be able to do, use this website that says virtualcare.benefitsinacard just on the-

Speaker speaker_2: Yes. I was about-

Speaker speaker_1: ... home page?

Speaker speaker_2: ... to give you that too.

Speaker speaker_1: Okay.

Speaker speaker_2: Yes, ma'am. Um-

Speaker speaker_1: Okay.

Speaker speaker_2: ... because you would have... By the looks of it, you would have to register. Once you're registered, it gives you access to those services.

Speaker speaker_1: Okay.

Speaker speaker_2: So I would look in your... 'Cause I believe they do send you an email once you become active since it comes with, um, with- which, which is part of your plan.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Yeah. So I would-

Speaker speaker_1: Okay.

Speaker speaker_2: ... look through the emails. If you don't find it, you're welcome to give us a call again.

Speaker speaker_1: Okay. I'll look through my email and, and see, um, what I can find.

Speaker speaker_2: Okay. Yes, ma'am.

Speaker speaker_1: I appreciate it.

Speaker speaker_2: You're welcome. Have a great day.

Speaker speaker_1: You too. Bye-bye.