

Transcript: Franchesca

Baez-5030433445691392-4738355000033280

Full Transcript

Thank you for calling Benefits in a Call, my name is Jessica. How can I assist you today? Hi, there. I was, uh, returning a phone call. I see this was on my missed, missed call list. Um, my daughter had a phone appointment this morning, and I was just looking into her prescription to see if it was ready. I think you called the wrong number, ma'am. We're the administrators for the health insurance of the staffing companies. I wouldn't know specifically what our call today's, to your phone was in regard to, or if it was from one of our different departments. Did you get to listen- Oh, okay. ... to any voicemails that they left? Um, it doesn't look like they left a voicemail. Okay, 'cause I don't have access to any services, like the only thing we do- Actually, hold on. ... is enrollment. Um, no, no. They didn't re- they didn't leave a voicemail. Can you connect me to, um, like your Benefits, or is there a number I can call? For what type of Benefit? Hello? Yes, ma'am. Once again, for what type of Benefit? I'm sorry, can you repeat that? For what type of Benefit, ma'am, where is it that you're looking to be transferred to? Um, so I had a phone appointment this morning, so I don't really know who to contact to get in touch with- Was that for, was that for virtual care or was that for urgent virtual care? I mean, for primary virtual care? For, it was urgent virtual care. Can you bear with me one moment? Sure.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Call, my name is Jessica. How can I assist you today?

Speaker speaker_1: Hi, there. I was, uh, returning a phone call. I see this was on my missed, missed call list. Um, my daughter had a phone appointment this morning, and I was just looking into her prescription to see if it was ready.

Speaker speaker_0: I think you called the wrong number, ma'am. We're the administrators for the health insurance of the staffing companies. I wouldn't know specifically what our call today's, to your phone was in regard to, or if it was from one of our different departments. Did you get to listen-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... to any voicemails that they left?

Speaker speaker_1: Um, it doesn't look like they left a voicemail.

Speaker speaker_0: Okay, 'cause I don't have access to any services, like the only thing we do-

Speaker speaker_1: Actually, hold on.

Speaker speaker_0: ... is enrollment.

Speaker speaker_1: Um, no, no. They didn't re- they didn't leave a voicemail. Can you connect me to, um, like your Benefits, or is there a number I can call?

Speaker speaker_0: For what type of Benefit?

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, ma'am. Once again, for what type of Benefit?

Speaker speaker_1: I'm sorry, can you repeat that?

Speaker speaker_0: For what type of Benefit, ma'am, where is it that you're looking to be transferred to?

Speaker speaker_1: Um, so I had a phone appointment this morning, so I don't really know who to contact to get in touch with-

Speaker speaker_0: Was that for, was that for virtual care or was that for urgent virtual care? I mean, for primary virtual care?

Speaker speaker_1: For, it was urgent virtual care.

Speaker speaker_0: Can you bear with me one moment?

Speaker speaker_1: Sure.