

## Transcript: Franchesca

**Baez-5186573017202688-6523707233845248**

### Full Transcript

Thank you for calling Benefitonal Card. My name is Fran with you today. Hi, um, my eye doctor, uh, wants me to go see a rheumatologist and I have a primary care provider that I have been seeing virtually, and I was wondering if I can speak with him about what's been going on. Uh- Have you gone online and tried to set up a appointment yet? Um, it won't let me log in and I don't know why. Okay, let's take a look at the status of your policy this week. Which staffing company are you with? Uh, Verstela. V-E-R-S-T-E-L-A. What is the last four of the... So it show on your last name? Uh, last four is 2471 and McMillan. Okay, please verify your mailing address and date of birth to make sure I have the right account in front of me. Uh, date of birth 05-11-96, and address, um, should be our new address, 3621 Stardust Street in Richland, Washington. And if it's not, then it's probably an apartment. Um, yes, I have the apartment one. Okay, 7701 West 4th Avenue, Apartment D105. In Kennewick, 99336. Did you need me to update it to the other one? Yeah, that would be great 'cause we just moved into our house, uh, a month ago, maybe couple weeks ago. Okay, so we said it was 3621 Start Street, in which city, I'm sorry? Uh, um, Stardust. So like- Stardust. ... S-T-A-R-D-U-S-T Street in Richland. R-I-C-H-L-A-N-D. And what was that ZIP code? 59352. 99352. Our best contact 208-573-2544? Yes. And we have two emails, the first one being your first and last name@Gmail.com. The second one being Justin McMillan 16@Gmail. Yes. And you are going into that virtual.benefitonalcard.com, correct? Yeah, I've been trying. I just... Uh, I don't feel good enough to try to troubleshoot it. I've tried to send an email for changing my password to see if that's it, but it, it didn't work. It didn't send an email. All right. So I'll go ahead and put a ticket in with IT to take a look into it. Okay. It should take roughly 24 to 48 hours for them to get back at me. Um, assess from that, the other only thing that I can honestly offer is if you like, I can get you transferred over to the virtual team, team. Sorry. Yeah. The only thing is I'm not too sure- That would be awesome. ... whether or not they'll be able to assist you without that appointment, but it wouldn't hurt to- Okay. ... try if you feel up to it. Okay. Yeah. No, that'd be great. Thank you. Of course. And do you remember if you were seeing him under your primary or your urgent care virtual? Uh, primary. Primary. All right. Bear with me one moment while I get you over to that team. Thank you. Of course. What's with the rocks though exactly? Leave them over there. You can go in the rocks and play with them. <foreign language. <foreign language.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefitonal Card. My name is Fran with you today.

Speaker speaker\_1: Hi, um, my eye doctor, uh, wants me to go see a rheumatologist and I have a primary care provider that I have been seeing virtually, and I was wondering if I can speak with him about what's been going on. Uh-

Speaker speaker\_0: Have you gone online and tried to set up a appointment yet?

Speaker speaker\_1: Um, it won't let me log in and I don't know why.

Speaker speaker\_0: Okay, let's take a look at the status of your policy this week. Which staffing company are you with?

Speaker speaker\_1: Uh, Verstela. V-E-R-S-T-E-L-A.

Speaker speaker\_0: What is the last four of the... So it show on your last name?

Speaker speaker\_1: Uh, last four is 2471 and McMillan.

Speaker speaker\_0: Okay, please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker\_1: Uh, date of birth 05-11-96, and address, um, should be our new address, 3621 Stardust Street in Richland, Washington. And if it's not, then it's probably an apartment.

Speaker speaker\_0: Um, yes, I have the apartment one.

Speaker speaker\_1: Okay, 7701 West 4th Avenue, Apartment D105. In Kennewick, 99336.

Speaker speaker\_0: Did you need me to update it to the other one?

Speaker speaker\_1: Yeah, that would be great 'cause we just moved into our house, uh, a month ago, maybe couple weeks ago.

Speaker speaker\_0: Okay, so we said it was 3621 Start Street, in which city, I'm sorry?

Speaker speaker\_1: Uh, um, Stardust. So like-

Speaker speaker\_0: Stardust.

Speaker speaker\_1: ... S-T-A-R-D-U-S-T Street in Richland. R-I-C-H-L-A-N-D.

Speaker speaker\_0: And what was that ZIP code?

Speaker speaker\_1: 59352.

Speaker speaker\_0: 99352. Our best contact 208-573-2544?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And we have two emails, the first one being your first and last name@Gmail.com. The second one being Justin McMillan 16@Gmail.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And you are going into that virtual.benefitonalcard.com, correct?

Speaker speaker\_1: Yeah, I've been trying. I just... Uh, I don't feel good enough to try to troubleshoot it. I've tried to send an email for changing my password to see if that's it, but it, it didn't work. It didn't send an email.

Speaker speaker\_0: All right. So I'll go ahead and put a ticket in with IT to take a look into it.

Speaker speaker\_1: Okay.

Speaker speaker\_0: It should take roughly 24 to 48 hours for them to get back at me. Um, assess from that, the other only thing that I can honestly offer is if you like, I can get you transferred over to the virtual team, team. Sorry.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: The only thing is I'm not too sure-

Speaker speaker\_1: That would be awesome.

Speaker speaker\_0: ... whether or not they'll be able to assist you without that appointment, but it wouldn't hurt to-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... try if you feel up to it.

Speaker speaker\_1: Okay. Yeah. No, that'd be great. Thank you.

Speaker speaker\_0: Of course. And do you remember if you were seeing him under your primary or your urgent care virtual?

Speaker speaker\_1: Uh, primary.

Speaker speaker\_0: Primary. All right. Bear with me one moment while I get you over to that team.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Of course.

Speaker speaker\_2: What's with the rocks though exactly? Leave them over there. You can go in the rocks and play with them. <foreign language. <foreign language.