

Transcript: Justin

Mills-4911950192394240-4973815673077760

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 100 card. This is Justin. How can I help you today? Yes. I was calling to see what all I was covered for. Okay. What's the staffing agency you work for? TRC Staffing. And the last four of your social? 9418. And what was your first and last name? Dominic Everett. And for security purposes, can you verify the home address, including city, state and zip code? 1742 Nazareth Road, Lexington, South Carolina 29073. And your date of birth? 06-24-2003. And a good telephone number has 803-490-8496. Yes. And the email it has is dominic.3639@icloud? Yes. Okay, so looking at the file, it looks like you're currently enrolled into the virtual primary care, dental, vision and the NEB TelRx, all for employee only. Okay, so that means I should be able to, like, call and get my... speak to a doctor so I can, like, get my medicine again prescribed, right? Correct. So, when I went to, um, this website it said, uh, virtual care benefits in the card dot com, right? And I tried to schedule a consultation, but when I go to schedule a consultation, it says urgent care. Uh, let me see. Let me try pulling the benefit guide. Bear with me one second. Okay. Let's see. So it includes the following services: urgent care, primary care, care navigation, discounted labs. Here, bear with me. 10 years. So it's not giving you an option to schedule a primary care, just only urgent care? Yeah, it says, "What type of consultation do you need?" And it says, "urgent care." It doesn't give me anything else. Let me see. Let me check something real quick. Here, do you mind if I place you on a brief hold for a second? That's fine. Okay. Hello, are you still there? Yes, hey. Awesome. Thank you for holding. Um, so let's see. So I tried clicking or going to the website, um, but I don't have like a login information for that. Um, so it's only giving you urgent care, not even the primary care or the... any, any of the other options like discounted labs or anything? No, I'm not getting those. You're not getting them? Okay. Let's see. Um, I mean, the only thing that I can think of right now is, I mean, I can reach out to my IT department and have them check and see what's going on and see why the- Yeah, I mean, I'm covered for that, right? Yeah, you are. You are currently enrolled in the, the virtual primary care, um, so we just need to know why that it's not showing up on your profile. Yeah, 'cause I want to use it if I have it. Totally understand. Um, so like I said, let me reach out to my IT department and have them investigate this and then I can give you a call back once I do have a response from them. Okay? Well, how long is that gonna take? Um, honestly, I really don't have their schedule, but I'll go ahead and expedite it to have them, uh, get back to me f- uh, sooner rather than later. Okay. Do you know, um, where I could go to... who I could call to schedule an appointment in the meantime? Um, let me check, 'cause literally... Or is it all through the website? Um, I believe it's through... all through the website because the phone number and where... that lists the virtual primary care reaches our call center. Um, I'm just trying think. Bear with me one second. No, I'll check on that as well, um, like a website or another

telephone number as well. Um, but honestly, I really don't have any information right now. I guess just send it to the IT department and just give me a call back as soon... when you... if you can figure it out, you know? Okay. Um, well is there anything else I can help you with out there, Dominic? That's all. Okay. So like I said, once I do receive word back from my IT department, I'll give you a call back. Okay? All right. Thank you. You're welcome. You have a great day, all right?

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 100 card. This is Justin. How can I help you today?

Speaker speaker_2: Yes. I was calling to see what all I was covered for.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: TRC Staffing.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 9418.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Dominic Everett.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code?

Speaker speaker_2: 1742 Nazareth Road, Lexington, South Carolina 29073.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 06-24-2003.

Speaker speaker_1: And a good telephone number has 803-490-8496.

Speaker speaker_2: Yes.

Speaker speaker_1: And the email it has is dominic.3639@icloud?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so looking at the file, it looks like you're currently enrolled into the virtual primary care, dental, vision and the NEB TelRx, all for employee only.

Speaker speaker_2: Okay, so that means I should be able to, like, call and get my... speak to a doctor so I can, like, get my medicine again prescribed, right?

Speaker speaker_1: Correct.

Speaker speaker_2: So, when I went to, um, this website it said, uh, virtual care benefits in the card dot com, right? And I tried to schedule a consultation, but when I go to schedule a consultation, it says urgent care.

Speaker speaker_1: Uh, let me see. Let me try pulling the benefit guide. Bear with me one second.

Speaker speaker_2: Okay.

Speaker speaker_1: Let's see. So it includes the following services: urgent care, primary care, care navigation, discounted labs. Here, bear with me. 10 years. So it's not giving you an option to schedule a primary care, just only urgent care?

Speaker speaker_2: Yeah, it says, "What type of consultation do you need?" And it says, "urgent care." It doesn't give me anything else.

Speaker speaker_1: Let me see. Let me check something real quick. Here, do you mind if I place you on a brief hold for a second?

Speaker speaker_2: That's fine.

Speaker speaker_1: Okay. Hello, are you still there?

Speaker speaker_2: Yes, hey.

Speaker speaker_1: Awesome. Thank you for holding. Um, so let's see. So I tried clicking or going to the website, um, but I don't have like a login information for that. Um, so it's only giving you urgent care, not even the primary care or the... any, any of the other options like discounted labs or anything?

Speaker speaker_2: No, I'm not getting those.

Speaker speaker_1: You're not getting them? Okay. Let's see. Um, I mean, the only thing that I can think of right now is, I mean, I can reach out to my IT department and have them check and see what's going on and see why the-

Speaker speaker_2: Yeah, I mean, I'm covered for that, right?

Speaker speaker_1: Yeah, you are. You are currently enrolled in the, the virtual primary care, um, so we just need to know why that it's not showing up on your profile.

Speaker speaker_2: Yeah, 'cause I want to use it if I have it.

Speaker speaker_1: Totally understand. Um, so like I said, let me reach out to my IT department and have them investigate this and then I can give you a call back once I do have a response from them. Okay?

Speaker speaker_2: Well, how long is that gonna take?

Speaker speaker_1: Um, honestly, I really don't have their schedule, but I'll go ahead and expedite it to have them, uh, get back to me f- uh, sooner rather than later.

Speaker speaker_2: Okay. Do you know, um, where I could go to... who I could call to schedule an appointment in the meantime?

Speaker speaker_1: Um, let me check, 'cause literally...

Speaker speaker_2: Or is it all through the website?

Speaker speaker_1: Um, I believe it's through... all through the website because the phone number and where... that lists the virtual primary care reaches our call center. Um, I'm just trying think. Bear with me one second. No, I'll check on that as well, um, like a website or another telephone number as well. Um, but honestly, I really don't have any information right now.

Speaker speaker_2: I guess just send it to the IT department and just give me a call back as soon... when you... if you can figure it out, you know?

Speaker speaker_1: Okay. Um, well is there anything else I can help you with out there, Dominic?

Speaker speaker_2: That's all.

Speaker speaker_1: Okay. So like I said, once I do receive word back from my IT department, I'll give you a call back. Okay?

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: You're welcome. You have a great day, all right?