

## **Transcript: Justin**

**Mills-6617603106717696-6183717927174144**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. My name's Charles Lacey. Um, earlier today, I submitted a request for a, a video consultation in, uh, for 3:00 PM Eastern Time and, uh, that's coming up and I... it's still showing pending. I was just wondering if maybe you could help me out. Um, is that for like a medic- like a, um, online cov- um, conference call? Like for a medical- Yeah. ... provider? Yeah. Yeah. Um, yeah. Let me ch- let me try pulling your file. What's the staffing agency you work for? Uh, Oxford. And the last four of your Social? 2232. And for security purposes, can you verify your home address, including city, state and ZIP code, Charles? Yeah. It's 11201 Boudreaux Road, uh, Apartment 314, Tomball, Texas 77375. And your date of birth? Uh, July 23rd, 1965. And a good telephone number has 320-493-7763? That's correct. And the email I have is caleyce4@gmail? Uh-huh. Okay. So you stated you scheduled an online appointment and it's still saying pending? Yeah. Is that correct? Yeah. Let's see here. Who did you schedule it through, if you don't mind me asking? I went on the Benefits in a Card, uh, website. Okay. Or yeah, My Portal or whatever it is, I guess. For the Virtual Primary Care? Yeah. Let's see. Now I see a Virtual Ur- Urgent Care is covered under the Ensure Plus plans, but I'm not seeing Virtual Primary Care. Um, were you trying to do like a urgent care visit? Yeah, I just need to get... Uh, I need a prescription refilled, and I know I have to meet with a doctor. I didn't fig- I, I... And I, I didn't know whether to schedule primary or urgent, I didn't know. I mean, I just assumed if it w- if it was presenting me with different options that those were, you know, part of my coverage. So I just went with, uh, the initial whatever visit, diagnostic visit or whatever it was. If I did it wrong, I'll change it or whatever. I, I just, I just need to talk to somebody about getting a prescription refill. Okay. Um, well, here, let's see here. Well, here, bear with me one second, okay? Okay. Okay.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hey, Justin. My name's Charles Lacey. Um, earlier today, I submitted a request for a, a video consultation in, uh, for 3:00 PM Eastern Time and, uh, that's coming up and I... it's still showing pending. I was just wondering if maybe you could help me out.

Speaker speaker\_1: Um, is that for like a medic- like a, um, online cov- um, conference call? Like for a medical-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... provider?

Speaker speaker\_2: Yeah. Yeah.

Speaker speaker\_1: Um, yeah. Let me ch- let me try pulling your file. What's the staffing agency you work for?

Speaker speaker\_2: Uh, Oxford.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 2232.

Speaker speaker\_1: And for security purposes, can you verify your home address, including city, state and ZIP code, Charles?

Speaker speaker\_2: Yeah. It's 11201 Boudreaux Road, uh, Apartment 314, Tomball, Texas 77375.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: Uh, July 23rd, 1965.

Speaker speaker\_1: And a good telephone number has 320-493-7763?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: And the email I have is caleyce4@gmail?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Okay. So you stated you scheduled an online appointment and it's still saying pending?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Is that correct?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Let's see here. Who did you schedule it through, if you don't mind me asking?

Speaker speaker\_2: I went on the Benefits in a Card, uh, website.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Or yeah, My Portal or whatever it is, I guess.

Speaker speaker\_1: For the Virtual Primary Care?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Let's see. Now I see a Virtual Ur- Urgent Care is covered under the Ensure Plus plans, but I'm not seeing Virtual Primary Care. Um, were you trying to do like a urgent care visit?

Speaker speaker\_2: Yeah, I just need to get... Uh, I need a prescription refilled, and I know I have to meet with a doctor. I didn't fig- I, I... And I, I didn't know whether to schedule primary or urgent, I didn't know. I mean, I just assumed if it w- if it was presenting me with different options that those were, you know, part of my coverage. So I just went with, uh, the initial whatever visit, diagnostic visit or whatever it was. If I did it wrong, I'll change it or whatever. I, I just, I just need to talk to somebody about getting a prescription refill.

Speaker speaker\_1: Okay. Um, well, here, let's see here. Well, here, bear with me one second, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay.