

## **Transcript: Pamela**

**Blanc-6188536754913280-4864637429661696**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi. I wanted to know how much it would cost for me to go to urgent care and which urgent care facilities I can go to. Okay. So, I need first to pull up your file in order to see, um, what plan you are involved in. May I have the last four digits- Okay. ... of your Social and what's the staffing agency you're working for? Uh, agency is TRC. The last four digits of my Social is 2631. 631. Your first and last name, sir? Alexander Hudson. Mr. Hudson, for security reasons, just to make sure, we are in the correct file. Can you please verify your complete address and date of birth? 174 Chester Avenue Southeast, Unit 117, Atlanta, Georgia, 30316. And then the phone number is 404-375-9936. Thank you for the information. We have a email which is your hudson, your last name, @work@gmail.com? Yes. Thank you. ... the BAP standard. So... Do you have virtual urgent care, um, included on your plan? The virtual urgent care? Mm-hmm. Okay. Let's see where. Let me get... I'm gonna give you a... I'm trying to figure out if you have, um, if you have copay. Bear with me. Let me pull, let me pull up the information, um, and see if you have to pay, um, a copay, just bear with me. Okay. Sir? Yes. You hear me? Okay. So I... Uh, I'm gonna email you a link where you're gonna, um, log in, create your account and log in so you could use your virtual care, um, urgent care. Okay. There it... because on my end, it doesn't show me, um, if you have a copay, but as soon as you create your account and log in, it, it will give you all the information. Um- Sounds good. Okay. So the email, it comes with your plan. So, um, let me see. Let me repeat the email I have on file just to make sure it's correct. I have hudson, which is your last name, @work@gmail.com. That's correct. All right. So when you looking for the email, check your spam and junk mail. It might go there. Um, if you wanna wait on the line, I'll send it out to you just to make sure that you receive it. Okay. Uh, no. Uh, let me check. Yes, that'd be great. Okay. That'd be great. I haven't sent it out yet, but I just wanted to make sure you were listening. Give me one second. Sure. All right. Thank you so much. I've received the email. You've got a link. Is there anything else I can do for you? I got the email. All right. All right. I'm gonna hang up the phone. Have a very good day. Yes, you as well. Take care. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi. I wanted to know how much it would cost for me to go to urgent care and which urgent care facilities I can go to.

Speaker speaker\_0: Okay. So, I need first to pull up your file in order to see, um, what plan you are involved in. May I have the last four digits-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... of your Social and what's the staffing agency you're working for?

Speaker speaker\_1: Uh, agency is TRC. The last four digits of my Social is 2631.

Speaker speaker\_0: 631. Your first and last name, sir?

Speaker speaker\_1: Alexander Hudson.

Speaker speaker\_0: Mr. Hudson, for security reasons, just to make sure, we are in the correct file. Can you please verify your complete address and date of birth?

Speaker speaker\_1: 174 Chester Avenue Southeast, Unit 117, Atlanta, Georgia, 30316. And then the phone number is 404-375-9936.

Speaker speaker\_0: Thank you for the information. We have a email which is your hudson, your last name, @work@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you. ... the BAP standard. So... Do you have virtual urgent care, um, included on your plan?

Speaker speaker\_1: The virtual urgent care?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Let's see where. Let me get... I'm gonna give you a... I'm trying to figure out if you have, um, if you have copay. Bear with me. Let me pull, let me pull up the information, um, and see if you have to pay, um, a copay, just bear with me.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Sir?

Speaker speaker\_1: Yes.

Speaker speaker\_0: You hear me? Okay. So I... Uh, I'm gonna email you a link where you're gonna, um, log in, create your account and log in so you could use your virtual care, um, urgent care.

Speaker speaker\_1: Okay.

Speaker speaker\_0: There it... because on my end, it doesn't show me, um, if you have a copay, but as soon as you create your account and log in, it, it will give you all the information. Um-

Speaker speaker\_1: Sounds good.

Speaker speaker\_0: Okay. So the email, it comes with your plan. So, um, let me see. Let me repeat the email I have on file just to make sure it's correct. I have hudson, which is your last name, @work@gmail.com.

Speaker speaker\_1: That's correct.

Speaker speaker\_0: All right. So when you looking for the email, check your spam and junk mail. It might go there. Um, if you wanna wait on the line, I'll send it out to you just to make sure that you receive it.

Speaker speaker\_2: Okay. Uh, no. Uh, let me check. Yes, that'd be great.

Speaker speaker\_0: Okay.

Speaker speaker\_2: That'd be great.

Speaker speaker\_0: I haven't sent it out yet, but I just wanted to make sure you were listening. Give me one second.

Speaker speaker\_2: Sure.

Speaker speaker\_0: All right. Thank you so much. I've received the email. You've got a link. Is there anything else I can do for you?

Speaker speaker\_2: I got the email.

Speaker speaker\_0: All right.

Speaker speaker\_2: All right.

Speaker speaker\_0: I'm gonna hang up the phone. Have a very good day.

Speaker speaker\_2: Yes, you as well. Take care.

Speaker speaker\_0: Bye-bye.