

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does and please am I speaking with? Dominic Everett. And how can I assist you? Yes, I had called and made an appointment yesterday to talk to a, a doctor about getting my medicine and stuff, but he w- he said he was, um... He said, basically said that I have to see, uh, for the kind of pho- kind of medicine that I need, like, ADHD medicine, I need to see, like, a therapist or something. And so you're supposed to refer me to one, but I never got referred to one. Okay, so we just take... We are the healthcare administrators for staff, for, um, staffing agencies. You would have to talk to the doctor about the referral. Okay, that's what I'm talking about. This is... I don't have a number to call the doctor. It says, "Dr. D with Benefits in a Card has created a referral request for you. Someone will reach out to you within the next 24 hours from this number to schedule." What's the name of the staffing agency you work for? TRC Staffing. And the last four digits of your Social? 9418. Okay. And if you can confirm your address and date of birth. 1742 Nazareth Road, Lexington, South Carolina, 29073, 06-24-2003. Okay. What's the city and state? South Carolina. And the city? Lexington. I have your phone number as 803-490-8496? Yes. One second. Hold on. Okay, bear with me one moment. Please enter a brief hold. Okay. Thank you so much for holding, Mr. Everett. Um, so we're gonna do a couple of things right now. I'm gonna confirm your email with you. I have Shaman... shaman@outcloud.com? Yes. Okay. So what I'm gonna do first is I'm gonna send you an email that's called the document request email. And what I want to t- want you to do is simply forward the email that you received, um, telling you to give us a call to this email. Um, and then it has on it the add- No. No, it doesn't... It said... I got a text. Well, okay. Um, and the text says that, that somebody from this number would call you to schedule an appointment? Yes. Okay. So you're gonna, um, take a screenshot of that text message and email it to us. Um, that way we can have that, and then I am gonna reach out to the main office and have them investigate what's happening, because, um, the, the, the, um, virtual primary care people should be the ones to give you a call and, uh, schedule that appointment, not us. We're just, uh, administrators. We just take care of, like, enrollment, um, declinations, cancellations, that kind of thing. And then once they let me know what's going on, I'll give you a call back, um, so we can go from there. It may take about 24 to 48 hours, but I will get that all sent out right now. That way we can, um, try to get that resolved as soon as possible, okay? Okay. So how... So when do I... How do I schedule... See, what I'm saying, I've been paying for all this insurance, but I don't even know how to make a doctor's appointment. I did what y'all said, I used the website and I scheduled an appointment. I talked to a doctor. The doctor said that he can't prescribe me those medicines, so he's gonna refer me to another doctor. And now the, the part... And, and they sent me a message saying this is the number I called to schedule the appointment to the

referral that Dr. Deb sent me- Mm-hmm. And now you're just saying that y'all don't even do that, you're gonna investigate or something like that- Okay. Look, sir. Okay. This is confusing. Look, sir. Let me, let me explain it... I mean, let me explain it to you once in a clear, straightforward, that way you're not getting, um, frus- more frustrated. The... You did it right, you w- you were seeing your doctor, he's gonna refer you out to someone else. For some reason, they, the text message gave you our number. We take care of the administration. We cancel plans, we enroll plans, we make changes. The company, the acq... where you seen the doctor, they were supposed to take the... go through the process with you of getting the referral done and making the appointments, not us. We just do cancellations, we do... we're basically the middle person of the company. I'm gonna figure out why they gave you our number- Okay, do you know who the- I, I don't... That's why we're gonna figure out why they give you our number to schedule an appointment and what number you need, or what, what place you- Okay. ... need to go for to get the referral. All right. Thank you. But first I need you to send me a screenshot of the text message and then, um, I'm gonna email the front op- the main office and have them figure that out. Okay. This email is gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder. What the hell? I haven't gotten anything yet. Give me one moment. Just bear with me one moment. Thank you so much for holding, Mr. Everett. Can you go ahead and take a look now? We've just ran data recent. Okay. Okay, I got it. All righty. And then just go ahead and send that screenshot, and then it'll take about 24 to 48 hours to process, but I'll be in touch as soon as we hear something back. Okay, thank you. No problem. Thank you so much for calling. You have a great day. You, too.

Conversation Format

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

Speaker speaker_1: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does and please am I speaking with?

Speaker speaker_2: Dominic Everett.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Yes, I had called and made an appointment yesterday to talk to a, a doctor about getting my medicine and stuff, but he w- he said he was, um... He said, basically said that I have to see, uh, for the kind of pho- kind of medicine that I need, like, ADHD medicine, I need to see, like, a therapist or something. And so you're supposed to refer me to one, but I never got referred to one.

Speaker speaker_1: Okay, so we just take... We are the healthcare administrators for staff, for, um, staffing agencies. You would have to talk to the doctor about the referral.

Speaker speaker_2: Okay, that's what I'm talking about. This is... I don't have a number to call the doctor. It says, "Dr. D with Benefits in a Car has created a referral request for you. Someone will reach out to you within the next 24 hours from this number to schedule."

Speaker speaker_1: What's the name of the staffing agency you work for?

Speaker speaker_2: TRC Staffing.

Speaker speaker_1: And the last four digits of your Social?

Speaker speaker_2: 9418.

Speaker speaker_1: Okay. And if you can confirm your address and date of birth.

Speaker speaker_2: 1742 Nazareth Road, Lexington, South Carolina, 29073, 06-24-2003.

Speaker speaker_1: Okay. What's the city and state?

Speaker speaker_2: South Carolina.

Speaker speaker_1: And the city?

Speaker speaker_2: Lexington.

Speaker speaker_1: I have your phone number as 803-490-8496?

Speaker speaker_2: Yes.

Speaker speaker_1: One second. Hold on. Okay, bear with me one moment. Please enter a brief hold.

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you so much for holding, Mr. Everett. Um, so we're gonna do a couple of things right now. I'm gonna confirm your email with you. I have Shaman... shaman@outcloud.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So what I'm gonna do first is I'm gonna send you an email that's called the document request email. And what I want to t- want you to do is simply forward the email that you received, um, telling you to give us a call to this email. Um, and then it has on it the add-

Speaker speaker_2: No. No, it doesn't... It said... I got a text.

Speaker speaker_1: Well, okay. Um, and the text says that, that somebody from this number would call you to schedule an appointment?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So you're gonna, um, take a screenshot of that text message and email it to us. Um, that way we can have that, and then I am gonna reach out to the main office and have them investigate what's happening, because, um, the, the, the, um, virtual primary care people should be the ones to give you a call and, uh, schedule that appointment, not us. We're just, uh, administrators. We just take care of, like, enrollment, um, declinations, cancellations, that kind of thing. And then once they let me know what's going on, I'll give you a call back, um, so we can go from there. It may take about 24 to 48 hours, but I will get that

all sent out right now. That way we can, um, try to get that resolved as soon as possible, okay?

Speaker speaker_2: Okay. So how... So when do I... How do I schedule... See, what I'm saying, I've been paying for all this insurance, but I don't even know how to make a doctor's appointment. I did what y'all said, I used the website and I scheduled an appointment. I talked to a doctor. The doctor said that he can't prescribe me those medicines, so he's gonna refer me to another doctor. And now the, the part... And, and they sent me a message saying this is the number I called to schedule the appointment to the referral that Dr. Deb sent me-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And now you're just saying that y'all don't even do that, you're gonna investigate or something like that-

Speaker speaker_1: Okay. Look, sir. Okay.

Speaker speaker_2: This is confusing.

Speaker speaker_1: Look, sir. Let me, let me explain it... I mean, let me explain it to you once in a clear, straightforward, that way you're not getting, um, frus- more frustrated. The... You did it right, you w- you were seeing your doctor, he's gonna refer you out to someone else. For some reason, they, the text message gave you our number. We take care of the administration. We cancel plans, we enroll plans, we make changes. The company, the acq... where you seen the doctor, they were supposed to take the... go through the process with you of getting the referral done and making the appointments, not us. We just do cancellations, we do... we're basically the middle person of the company. I'm gonna figure out why they gave you our number-

Speaker speaker_2: Okay, do you know who the-

Speaker speaker_1: I, I don't... That's why we're gonna figure out why they give you our number to schedule an appointment and what number you need, or what, what place you-

Speaker speaker_2: Okay.

Speaker speaker_1: ... need to go for to get the referral.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: But first I need you to send me a screenshot of the text message and then, um, I'm gonna email the front op- the main office and have them figure that out.

Speaker speaker_2: Okay.

Speaker speaker_1: This email is gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder.

Speaker speaker_2: What the hell? I haven't gotten anything yet.

Speaker speaker_1: Give me one moment.

Speaker speaker_3: Just bear with me one moment.

Speaker speaker_1: Thank you so much for holding, Mr. Everett. Can you go ahead and take a look now? We've just ran data recent.

Speaker speaker_4: Okay. Okay, I got it.

Speaker speaker_1: All righty. And then just go ahead and send that screenshot, and then it'll take about 24 to 48 hours to process, but I'll be in touch as soon as we hear something back.

Speaker speaker_4: Okay, thank you.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_4: You, too.