

Transcript: Pearl

Rojas-6095231993036800-5102026140991488

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who is the pleasure of speaking with? Hi, this is Lucy Payne. And how can I assist you? So, I just had a couple questions. I saw that on your website I have access to 24/7 phone therapy. How does that work? The, um, phone therapy, like the behavioral health? Uh, yeah. I have, I have, like, the full package for behavioral health and all that. Um, I just, um, like I got on there and it said 24/7 phone counseling. Oh, yep. So you would just, you would just, um, you should have received that email about the behavioral health and how to register there, and, and set up the account. That way you can access that, those, um, benefits. It's counseling via a webcam chat online, virtual what I mean. Okay. I saw the option on, um, the website when I logged in to, like, to do the counseling. I was just wondering, like, how it worked. Um, let me get you over to the insurance here and they will explain in more detail. Okay? Okay, thank you. No worries. Bear with me one moment.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who is the pleasure of speaking with?

Speaker speaker_1: Hi, this is Lucy Payne.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: So, I just had a couple questions. I saw that on your website I have access to 24/7 phone therapy. How does that work?

Speaker speaker_0: The, um, phone therapy, like the behavioral health?

Speaker speaker_1: Uh, yeah. I have, I have, like, the full package for behavioral health and all that. Um, I just, um, like I got on there and it said 24/7 phone counseling.

Speaker speaker_0: Oh, yep. So you would just, you would just, um, you should have received that email about the behavioral health and how to register there, and, and set up the account. That way you can access that, those, um, benefits. It's counseling via a webcam chat online, virtual what I mean.

Speaker speaker_1: Okay. I saw the option on, um, the website when I logged in to, like, to do the counseling. I was just wondering, like, how it worked.

Speaker speaker_0: Um, let me get you over to the insurance here and they will explain in more detail. Okay?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No worries. Bear with me one moment.