

Transcript: VICTORIA

Taylor-4759420119203840-5598649615302656

Full Transcript

Thank you for calling your counseling service- Your call may be monitored or recorded for quality assurance purposes. Your call will be recorded and may be monitored for training and quality purposes. This call is confidential, except in instances of child or elder abuse, or imminent safety concerns, including harm to self or others. Sorry, I have to answer this. Hi. Please hold while we connect you to an agent. It's connecting to somebody. Okay. I'm getting We have a 12 year old and a nine year old male. And it's just an insurance call so you guys can join their account. Okay. They're an agent calling to refer someone else to you, just to make sure they got the right person. Look at the one I did and then look at this. That one's at least, they're perfect. Thank you for calling your- Okay, bye. This is Audrey, how may I help you? Hey, this is Victoria with Benefits on Card. I am actually calling in on behalf of a member that is having some issues with using you guys. Mm-hmm. Um, they told me that you guys couldn't find them in the system, so I'm just calling to see what, if we can, if you can find him or what is going on? Okay. Um, and the member said that they gave us a call and we were unable to find them in the system? Um... Yeah. And this is regarding, uh, behavioral health, mental health services? Yes. He has the behavioral health benefit through his employer, TRC Staffing and- Mm-hmm. ... uh, we're Benefits in a Card. We're the benefits administrators. And do you know what company the company works for? Or the member works for? Sorry. TRC Staffing. Okay. Is there any information other than that, that you might need? So I'm unable to pull up anything specifically. We don't have a database to see who is, uh, who qualifies for the, for the EAP. But I'm wondering if he provided, uh, uh, Lyric Health as his, um, his employer. I'm able to pull that up fine. I don't think it's an EAP. It's like a... Yeah, it's, to my knowledge it's not a EAP. Um, I- I'm not sure if he, uh... The way he said it to me is that he provided the name of his employer, TRC Staffing, and you guys weren't able to find it based off of that. Would you like me to transfer him, like or merge the call? I have him on the other line. Yeah, I can go ahead and, uh, unassist, take a look at it, go ahead and transfer him. Okay. Um, do you just want me to transfer or just merge? You can go ahead and transfer the member. Okay. All right, thank you so much. You're welcome. Are you still there? Yes, I'm still here. Okay, give me one second. I'm sorry, I'm trying to figure out how to transfer it over. Okay. Okay, I think I accidentally just merged it, 'cause it wouldn't let me transfer it. So I'm sorry. Um, Ryan, are you on the line as well? Yep, still here. Hey, I have a representative on the other line for the behavioral health benefits. She's gonna try and help. Oh, all right. Very, uh, just, uh, just while you're here, um, in case there's any confusion, are, are we listed under TRC? Should it be under Lyric? What, what should we show up as? So TRC is your employer. Um, Lyric is the, the name of the carrier. Oh, okay, okay. All makes sense now. Thank you very much. You're welcome. Is the, uh, is the other person on the, on the phone yet? Yes. Yes, I'm on the line. I am here to assist. All right. Um, and she was telling me that you initially

gave us a call and we were unable to locate you in our system? Yep, it turns out I'm a goofball and I thought we were looking for TRC, but turns out we're looking for Lyric. Okay. And then she mentioned also- Hello? ... uh, yeah, she also mentioned that your employer was TRC? Yes. Okay. Give me a second. Okay, and before I proceed, I do want to let you know that this call is confidential unless you share with me that you're a threat to yourself or someone else, or if you share any kind of child or elder abuse, and I'm mandated to report that, okay? Understood, thank you. Okay. And this is your first time giving us a call, correct? Uh... Aside from trying earlier, yeah. This is my first call, yeah, yeah. Okay. Ma'am? Can I, um, interrupt for a second? So sorry. Hi, yes, that's fine. Um, so I, I want to go ahead and try and disconnect the call. Are you able to assist him from here? Yes. B- but I don't want to stay on the line if it's, you know, confidential. Um, so I'm gonna go ahead and disconnect. I don't know if it's gonna disconnect the whole call, 'cause I didn't merge. Okay. Uh, so, let me go ahead and- If you want, I can give you my own cell phone number for a call back if you'd like? Yeah, please. Uh, just give me a second. I can have that number? 678-977-7223. Okay. 678-977-7223? Mm-hmm. Okay, perfect. Thank you. And... All right. ... in case she does disconnect the call. Mm-hmm. All right, you guys. Um, thank you so much, by the way, and I am gonna go ahead and disconnect. Okay. Thank you very much. Have a good one. You too.

Conversation Format

Speaker speaker_0: Thank you for calling your counseling service-

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: Your call will be recorded and may be monitored for training and quality purposes. This call is confidential, except in instances of child or elder abuse, or imminent safety concerns, including harm to self or others.

Speaker speaker_2: Sorry, I have to answer this. Hi.

Speaker speaker_0: Please hold while we connect you to an agent.

Speaker speaker_3: It's connecting to somebody.

Speaker speaker_2: Okay. I'm getting

Speaker speaker_4: We have a 12 year old and a nine year old male. And it's just an insurance call so you guys can join their account.

Speaker speaker_3: Okay.

Speaker speaker_2: They're an agent calling to refer someone else to you, just to make sure they got the right person.

Speaker speaker_3: Look at the one I did and then look at this. That one's at least, they're perfect.

Speaker speaker_0: Thank you for calling your-

Speaker speaker_5: Okay, bye. This is Audrey, how may I help you?

Speaker speaker_3: Hey, this is Victoria with Benefits on Card. I am actually calling in on behalf of a member that is having some issues with using you guys.

Speaker speaker_5: Mm-hmm.

Speaker speaker_3: Um, they told me that you guys couldn't find them in the system, so I'm just calling to see what, if we can, if you can find him or what is going on?

Speaker speaker_5: Okay. Um, and the member said that they gave us a call and we were unable to find them in the system? Um...

Speaker speaker_3: Yeah.

Speaker speaker_5: And this is regarding, uh, behavioral health, mental health services?

Speaker speaker_3: Yes. He has the behavioral health benefit through his employer, TRC Staffing and-

Speaker speaker_5: Mm-hmm.

Speaker speaker_3: ... uh, we're Benefits in a Card. We're the benefits administrators.

Speaker speaker_5: And do you know what company the company works for? Or the member works for? Sorry.

Speaker speaker_3: TRC Staffing.

Speaker speaker_5: Okay.

Speaker speaker_3: Is there any information other than that, that you might need?

Speaker speaker_5: So I'm unable to pull up anything specifically. We don't have a database to see who is, uh, who qualifies for the, for the EAP. But I'm wondering if he provided, uh, uh, uh, Lyric Health as his, um, his employer. I'm able to pull that up fine.

Speaker speaker_1: I don't think it's an EAP. It's like a...

Speaker speaker_5: Yeah, it's, to my knowledge it's not a EAP. Um, I- I'm not sure if he, uh... The way he said it to me is that he provided the name of his employer, TRC Staffing, and you guys weren't able to find it based off of that. Would you like me to transfer him, like or merge the call? I have him on the other line.

Speaker speaker_3: Yeah, I can go ahead and, uh, unassist, take a look at it, go ahead and transfer him.

Speaker speaker_5: Okay. Um, do you just want me to transfer or just merge?

Speaker speaker_3: You can go ahead and transfer the member.

Speaker speaker_5: Okay. All right, thank you so much. You're welcome.

Speaker speaker_3: Are you still there?

Speaker speaker_5: Yes, I'm still here.

Speaker speaker_3: Okay, give me one second. I'm sorry, I'm trying to figure out how to transfer it over.

Speaker speaker_5: Okay.

Speaker speaker_3: Okay, I think I accidentally just merged it, 'cause it wouldn't let me transfer it. So I'm sorry. Um, Ryan, are you on the line as well?

Speaker speaker_6: Yep, still here.

Speaker speaker_3: Hey, I have a representative on the other line for the behavioral health benefits. She's gonna try and help.

Speaker speaker_6: Oh, all right. Very, uh, just, uh, just while you're here, um, in case there's any confusion, are, are we listed under TRC? Should it be under Lyric? What, what should we show up as?

Speaker speaker_3: So TRC is your employer. Um, Lyric is the, the name of the carrier.

Speaker speaker_6: Oh, okay, okay. All makes sense now. Thank you very much.

Speaker speaker_3: You're welcome.

Speaker speaker_6: Is the, uh, is the other person on the, on the phone yet?

Speaker speaker_5: Yes. Yes, I'm on the line. I am here to assist.

Speaker speaker_6: All right.

Speaker speaker_5: Um, and she was telling me that you initially gave us a call and we were unable to locate you in our system?

Speaker speaker_6: Yep, it turns out I'm a goofball and I thought we were looking for TRC, but turns out we're looking for Lyric.

Speaker speaker_5: Okay. And then she mentioned also-

Speaker speaker_6: Hello?

Speaker speaker_5: ... uh, yeah, she also mentioned that your employer was TRC?

Speaker speaker_6: Yes.

Speaker speaker_5: Okay. Give me a second. Okay, and before I proceed, I do want to let you know that this call is confidential unless you share with me that you're a threat to yourself or someone else, or if you share any kind of child or elder abuse, and I'm mandated to report that, okay?

Speaker speaker_6: Understood, thank you.

Speaker speaker_5: Okay. And this is your first time giving us a call, correct?

Speaker speaker_6: Uh...

Speaker speaker_5: Aside from trying earlier, yeah.

Speaker speaker_6: This is my first call, yeah, yeah.

Speaker speaker_5: Okay.

Speaker speaker_3: Ma'am? Can I, um, interrupt for a second? So sorry.

Speaker speaker_5: Hi, yes, that's fine.

Speaker speaker_3: Um, so I, I want to go ahead and try and disconnect the call. Are you able to assist him from here?

Speaker speaker_5: Yes.

Speaker speaker_3: B- but I don't want to stay on the line if it's, you know, confidential. Um, so I'm gonna go ahead and disconnect. I don't know if it's gonna disconnect the whole call, 'cause I didn't merge.

Speaker speaker_5: Okay. Uh, so, let me go ahead and-

Speaker speaker_6: If you want, I can give you my own cell phone number for a call back if you'd like?

Speaker speaker_5: Yeah, please. Uh, just give me a second. I can have that number?

Speaker speaker_6: 678-977-7223.

Speaker speaker_5: Okay. 678-977-7223?

Speaker speaker_6: Mm-hmm.

Speaker speaker_5: Okay, perfect. Thank you. And...

Speaker speaker_3: All right.

Speaker speaker_5: ... in case she does disconnect the call.

Speaker speaker_3: Mm-hmm. All right, you guys. Um, thank you so much, by the way, and I am gonna go ahead and disconnect.

Speaker speaker_5: Okay.

Speaker speaker_6: Thank you very much. Have a good one.

Speaker speaker_5: You too.