

Transcript: VICTORIA

Taylor-5326684465840128-6436183931011072

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. Um, I called earlier today about enrolling for, um, a plan and I was wondering if I could add something, but also if I could get a little more information about it. Um, I wanted to add behavioral health to an employee and spouse plan. Okay. What's the name of the agency you work for? Uh, it's MacMillan, uh, through North Staffing. Okay. Uh, give me one second. Okay. So the- it looks like the behavioral health benefit is gonna be virtual behavioral health counseling. Um, so everything's gonna be virtual. You would have to use one of the therapists within the- the program. Um, it doesn't say anything here about it just being virtual. Um, okay. Um, who was the provider for the plan? Um, it looks like it would be... I believe it's with Lyric. Let me double-check. Okay. So it's- it's technically through Benefits on a Card. There is like a- a specific website that you would be able to, um, go on. Well, actually, there's a phone number that you would be able to call and everything's done on that, and I believe there's also a website as well. Can I get both of those? Um, so I have the phone number, which is 888-507-0435. Um, and you wouldn't be able to give me the website? I don't see it, but let me see if I can find out what the website is. Give me just one second. Thank you. The- I googled the phone number and it directs me to Creative Circle. Does that sound familiar? Uh, no. I- I don't believe it should go to Creative Circle. Give me just one moment. Let me put you on a brief hold and I will be right back, just so I can verify all this. All right. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi. Um, I called earlier today about enrolling for, um, a plan and I was wondering if I could add something, but also if I could get a little more information about it. Um, I wanted to add behavioral health to an employee and spouse plan.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Uh, it's MacMillan, uh, through North Staffing.

Speaker speaker_0: Okay. Uh, give me one second. Okay. So the- it looks like the behavioral health benefit is gonna be virtual behavioral health counseling. Um, so everything's gonna be virtual. You would have to use one of the therapists within the- the program.

Speaker speaker_1: Um, it doesn't say anything here about it just being virtual. Um, okay. Um, who was the provider for the plan?

Speaker speaker_0: Um, it looks like it would be... I believe it's with Lyric. Let me double-check. Okay. So it's- it's technically through Benefits on a Card. There is like a- a specific website that you would be able to, um, go on. Well, actually, there's a phone number that you would be able to call and everything's done on that, and I believe there's also a website as well.

Speaker speaker_1: Can I get both of those?

Speaker speaker_0: Um, so I have the phone number, which is 888-507-0435.

Speaker speaker_1: Um, and you wouldn't be able to give me the website?

Speaker speaker_0: I don't see it, but let me see if I can find out what the website is. Give me just one second.

Speaker speaker_1: Thank you. The- I googled the phone number and it directs me to Creative Circle. Does that sound familiar?

Speaker speaker_0: Uh, no. I- I don't believe it should go to Creative Circle. Give me just one moment. Let me put you on a brief hold and I will be right back, just so I can verify all this.

Speaker speaker_1: All right. Thank you.