

Transcript: VICTORIA

Taylor-5366213787041792-5634764267634688

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Card, Victoria. How can I help you? Um, yes. Um, this is Jeremiah, first thing first. I got a email saying that my, my health insurance, my, my account was active. But I was just trying to figure out like how exactly do I use it, because I activated my account but there was nowhere in there that I could see my health insurance card. So like does it automatically kick in when I get subscriptions or like what, what? I'm confused. Okay, uh, I'll need to pull up your file. I have no idea what you're even enrolled into. What's the name of the agency you work for? Cara Parson, that... Cara Parson. And the last four of your Social? 0345. And your first and last name? Jeremiah Parson. Okay. Do you mind verifying your address and date of birth? Um, address, uh, 5900 37th Avenue South, Seattle, Washington, 98118. And date of birth, 9-29-2000. Okay. Phone number 513-550-8237? Yep, that's it. And then email is parsonjeremiah@gmail.com? Yeah. Okay. Um, so looks like your coverage just became active last week, so you should have received an I- ID card that would have been emailed to you. Yeah, I don't think I got... I got the email for the activation, but I didn't get a, an email of the card. Are you talking about the activation for... Are you talking about activation for the virtual care? That might be what it is. I'm pretty sure it said virtual. Yeah, I believe it is. Cool. Okay. Yeah, 'cause it's separate from your medical plan. That's just like an additional benefit that you get with it. Um, but I can look up your ID card and try to email you a copy. Give me just a few seconds. Yes. Okay, thank you. Yes, sir. So apparently my account became active last week. She said they were supposed to send something in the mail with the card and she... I, I told her I didn't get it. So yeah, I told her I wasn't getting nothing. So... But yeah, we'll see. Yeah. I was over there for 12 hours and she gonna call me in some timeline, you know, when she's gonna do stuff to me. I'm like, "What?" I don't believe this shit. Yeah. Everything happens for a reason. I believe that. God raised the dead and put them in your account so you can use it. You're gonna be fine. That's what I'm saying. God raised the dead and put them in your account so you can use it. God raised the dead and put them in your account so you can use it. Yeah. That's what the fuck... God raised the dead and put them in your account so you can use it. God raised the dead and put them in your account so you can use it. Y'all just gonna take all day. God raised the dead and put them in your account so you can use it. God raised the dead and put them in your account so you can use it. Y'all just gonna take all day. God raised the dead and put them in your account so you can use it. God raised the dead and put them in your account so you can use it. I don't know what it is about parents and children wanting everything, kids and children to use it. But my mom used to use it in the room over here for something. Purposefully can't remember what it was. I understand. Mm-hmm. Mm-hmm. Hold on one second. Hold on, hold on. Perfect. Thank you. It's going through. It's going through. Let's go. Come on. Yeah. What's wrong? He said, "No more Q-tips." So I can't

use no more Q-tips. He's running a shortage of Q-tips. No, he said, "Q-tips are in." Excuse me, can I ask you a question? Um, is there a pharmacy around here? Yeah. Where? Go to the end of this aisle-Okay, thank you so much. I thought you got that elevator. I did. I heard everything you said. Something about a storm after the first floor. You should have taken the elevator instead of going to the first floor. Yeah. It's all right. For some reason we are still waiting on the insurance carrier for your ID card, so what I'm doing is I'm gonna escalate this, um, and see if I can get access to that ID card, and then I'll have to follow up with you from there once I have it. Hello? Okay. I'll give you the program Hello? Okay, I hear you. I hear you now. Hey. So I was just saying that, um, for whatever reason, your ID card, um, is not yet available. So, um, what I've done is I've escalated it, um, to see what's going on and if I can get access to that ID card. Um, and then as soon as I get access to that, I will follow up with you from there. Ah, 'cause I, I need my health insurance 'cause I, I got a ear infection and they just, um, prescribed me, um, eardrops because it's, it's, it's pretty bad. And so, they was telling me that they want me to take it today. So that's why I was calling about it and trying to see what was going on. Okay. Yeah, I mean, unfortunately there's not much that I can do on my end other than escalate it to upper management, see why we don't have access to that ID card and try to get access to it for you. Um, now typically a follow-up can take about 24 to 48 business hours, um, but as soon as I get response that we have access to that ID card, I can send that your way. Okay. I, I'm just... I'm sorry. I'm just confused because they garnishing my checks. Like, they've been garnishing my checks for, like, two or three weeks and I don't have health insurance yet. So, like, I'm... This is like... I'm sorry. Like, I'm not understanding. This is a health issue. Like, serious. Like, I could lose my hearing. I understand that, sir. And I do see that, you know, where the deductions have been made and that your coverage is currently active. However, unfortunately, we don't have access to that ID card because we're still waiting on the insurance carrier to make the ID card. So the only thing that I can do on my end is escalate it and try to get access to that for you. Okay. Well, thank you for your help. You have a good day. You too. Have a wonderful day. Okay. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits Card, Victoria. How can I help you?

Speaker speaker_2: Um, yes. Um, this is Jeremiah, first thing first. I got a email saying that my, my health insurance, my, my account was active. But I was just trying to figure out like how exactly do I use it, because I activated my account but there was nowhere in there that I could see my health insurance card. So like does it automatically kick in when I get subscriptions or like what, what? I'm confused.

Speaker speaker_1: Okay, uh, I'll need to pull up your file. I have no idea what you're even enrolled into. What's the name of the agency you work for?

Speaker speaker_2: Cara Parson, that... Cara Parson.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 0345.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Jeremiah Parson.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Um, address, uh, 5900 37th Avenue South, Seattle, Washington, 98118. And date of birth, 9-29-2000.

Speaker speaker_1: Okay. Phone number 513-550-8237?

Speaker speaker_2: Yep, that's it.

Speaker speaker_1: And then email is parsonjeremiah@gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Um, so looks like your coverage just became active last week, so you should have received an I- ID card that would have been emailed to you.

Speaker speaker_2: Yeah, I don't think I got... I got the email for the activation, but I didn't get a, an email of the card.

Speaker speaker_1: Are you talking about the activation for... Are you talking about activation for the virtual care?

Speaker speaker_2: That might be what it is. I'm pretty sure it said virtual.

Speaker speaker_1: Yeah, I believe it is.

Speaker speaker_2: Cool.

Speaker speaker_1: Okay. Yeah, 'cause it's separate from your medical plan. That's just like an additional benefit that you get with it. Um, but I can look up your ID card and try to email you a copy. Give me just a few seconds.

Speaker speaker_2: Yes. Okay, thank you.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: So apparently my account became active last week. She said they were supposed to send something in the mail with the card and she... I, I told her I didn't get it. So yeah, I told her I wasn't getting nothing. So... But yeah, we'll see. Yeah. I was over there for 12 hours and she gonna call me in some timeline, you know, when she's gonna do stuff to me. I'm like, "What?" I don't believe this shit.

Speaker speaker_1: Yeah. Everything happens for a reason.

Speaker speaker_2: I believe that.

Speaker speaker_1: God raised the dead and put them in your account so you can use it. You're gonna be fine.

Speaker speaker_2: That's what I'm saying.

Speaker speaker_1: God raised the dead and put them in your account so you can use it. God raised the dead and put them in your account so you can use it.

Speaker speaker_2: Yeah. That's what the fuck...

Speaker speaker_1: God raised the dead and put them in your account so you can use it. God raised the dead and put them in your account so you can use it.

Speaker speaker_2: Y'all just gonna take all day.

Speaker speaker_1: God raised the dead and put them in your account so you can use it. God raised the dead and put them in your account so you can use it.

Speaker speaker_2: Y'all just gonna take all day.

Speaker speaker_1: God raised the dead and put them in your account so you can use it. God raised the dead and put them in your account so you can use it.

Speaker speaker_2: I don't know what it is about parents and children wanting everything, kids and children to use it. But my mom used to use it in the room over here for something. Purposefully can't remember what it was. I understand.

Speaker speaker_1: Mm-hmm. Mm-hmm.

Speaker speaker_2: Hold on one second. Hold on, hold on. Perfect. Thank you. It's going through. It's going through. Let's go. Come on. Yeah. What's wrong? He said, "No more Q-tips." So I can't use no more Q-tips.

Speaker speaker_1: He's running a shortage of Q-tips.

Speaker speaker_2: No, he said, "Q-tips are in." Excuse me, can I ask you a question? Um, is there a pharmacy around here?

Speaker speaker_3: Yeah.

Speaker speaker_2: Where?

Speaker speaker_3: Go to the end of this aisle-

Speaker speaker_4: Okay, thank you so much.

Speaker speaker_5: I thought you got that elevator.

Speaker speaker_4: I did. I heard everything you said.

Speaker speaker_5: Something about a storm after the first floor.

Speaker speaker_4: You should have taken the elevator instead of going to the first floor.

Speaker speaker_5: Yeah. It's all right.

Speaker speaker_1: For some reason we are still waiting on the insurance carrier for your ID card, so what I'm doing is I'm gonna escalate this, um, and see if I can get access to that ID card, and then I'll have to follow up with you from there once I have it.

Speaker speaker_4: Hello?

Speaker speaker_6: Okay. I'll give you the program

Speaker speaker_1: Hello?

Speaker speaker_4: Okay, I hear you. I hear you now.

Speaker speaker_1: Hey. So I was just saying that, um, for whatever reason, your ID card, um, is not yet available. So, um, what I've done is I've escalated it, um, to see what's going on and if I can get access to that ID card. Um, and then as soon as I get access to that, I will follow up with you from there.

Speaker speaker_4: Ah, 'cause I, I need my health insurance 'cause I, I got a ear infection and they just, um, prescribed me, um, eardrops because it's, it's, it's pretty bad. And so, they was telling me that they want me to take it today. So that's why I was calling about it and trying to see what was going on.

Speaker speaker_1: Okay. Yeah, I mean, unfortunately there's not much that I can do on my end other than escalate it to upper management, see why we don't have access to that ID card and try to get access to it for you. Um, now typically a follow-up can take about 24 to 48 business hours, um, but as soon as I get response that we have access to that ID card, I can send that your way.

Speaker speaker_4: Okay. I, I'm just... I'm sorry. I'm just confused because they garnishing my checks. Like, they've been garnishing my checks for, like, two or three weeks and I don't have health insurance yet. So, like, I'm... This is like... I'm sorry. Like, I'm not understanding. This is a health issue. Like, serious. Like, I could lose my hearing.

Speaker speaker_1: I understand that, sir. And I do see that, you know, where the deductions have been made and that your coverage is currently active. However, unfortunately, we don't have access to that ID card because we're still waiting on the insurance carrier to make the ID card. So the only thing that I can do on my end is escalate it and try to get access to that for you.

Speaker speaker_4: Okay. Well, thank you for your help. You have a good day.

Speaker speaker_1: You too. Have a wonderful day.

Speaker speaker_4: Okay. Bye.

Speaker speaker_1: Bye-bye.