

## Transcript: VICTORIA

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### Full Transcript

Thank you for your question. ... on it card. This is Victoria, how can I help you? Yes, I'm calling to access my benefits. I'm trying to see what, um, my D... my policy number and my, my ID number and my group number would be, the carrier name for my benefits. Okay, sure. What's the, uh, name of the staffing agency you're working through? Resource. All right. And the last four of your social? 8132. And your first and last name? Zachary Jenkins. Okay. Do you mind verifying your address and date of birth? 1959 Century Point Lane, Winston-Salem, North Carolina 27127. February 6th, 1992. And then phone number 336-521-0681? Yes, ma'am. And then email is gonna be fir- uh, first initial, last name, 52@yahoo. Yes, ma'am. Okay. Do you not have your ID cards? Um, no, I do not believe... They were sent maybe a week ago, but I haven't received them yet. And, uh, virtual to online, I guess it says email, the virtual ID, and it's not letting me do that. Okay. Um, give me one second. Okay. Um, so you're just trying to use the virtual services? Uh, no, I would like a physical card too, but I'm saying that if it would be quicker to access the virtual services, I could do that as well. Okay. Because what... into is I see you're enrolled into FreeRx, ... school, TermLife, vision, and behavioral health. Um, so the dental and vision, I can definitely get the ID cards for that. Now, the ID card for your FreeRx, that is on your FreeRx account, so you have to register an account with FreeRx. And then once you get that registered and you log into your account, the ID card for FreeRx is on that, uh, dashboard of the account. Oh, okay. So FreeRx is what I'm getting my dental through, I guess? No, FreeRx is like the prescription plan. So I, like I said, I can go ahead and download the dental and the vision ID cards and send those to you. I just cannot get the ID card for the FreeRx because you actually have to register your account on the FreeRx website. And then once you get your account registered and log in, the ID card for that benefit is on your, on the dashboard of the account. Okay, that's cool too. But I am, like, I'm trying to get dental services done right now, so if you could download them and send them to me now, that would be great. Okay, yeah, just give me a few moments. I'm gonna put you on a brief hold, and I'll be right back. Okay. ... go around, Maddox? What? Why did you dump that on me right there? What's up, Maddox? Hey, what's up, dude? How you doing? I'm good. Hey, this is, uh... I'm back. I was able to send those, uh, ID cards to your email. Mario? Okay. So they've both been sent to my email? Yes, sir. You can check while we're on the phone. Yo, what? All right. Thank you. And they were sent to, uh, zjenkins52? Yes, sir. All right. Mario! Mario! It's me, Mario! Okay. I believe I did just receive them. All righty. All right. Thank you very much. Cool. You're welcome. You have a wonderful day. You too. Thank you. Bye-bye. Oh, hi. Oh, hi. Hi, mommy. I'm at school. I have... I didn't have school. You didn't have the sack? I, I, I think I will get it tomorrow or Friday. All right.

## Conversation Format

Speaker speaker\_0: Thank you for your question. ... on it card. This is Victoria, how can I help you?

Speaker speaker\_1: Yes, I'm calling to access my benefits. I'm trying to see what, um, my D... my policy number and my, my ID number and my group number would be, the carrier name for my benefits.

Speaker speaker\_0: Okay, sure. What's the, uh, name of the staffing agency you're working through?

Speaker speaker\_1: Resource.

Speaker speaker\_0: All right. And the last four of your social?

Speaker speaker\_1: 8132.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Zachary Jenkins.

Speaker speaker\_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_1: 1959 Century Point Lane, Winston-Salem, North Carolina 27127. February 6th, 1992.

Speaker speaker\_0: And then phone number 336-521-0681?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then email is gonna be fir- uh, first initial, last name, 52@yahoo.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Do you not have your ID cards?

Speaker speaker\_1: Um, no, I do not believe... They were sent maybe a week ago, but I haven't received them yet. And, uh, virtual to online, I guess it says email, the virtual ID, and it's not letting me do that.

Speaker speaker\_0: Okay. Um, give me one second. Okay. Um, so you're just trying to use the virtual services?

Speaker speaker\_1: Uh, no, I would like a physical card too, but I'm saying that if it would be quicker to access the virtual services, I could do that as well.

Speaker speaker\_0: Okay. Because what... into is I see you're enrolled into FreeRx, ... school, TermLife, vision, and behavioral health. Um, so the dental and vision, I can definitely get the ID cards for that. Now, the ID card for your FreeRx, that is on your FreeRx account, so you have to register an account with FreeRx. And then once you get that registered and you log into your account, the ID card for FreeRx is on that, uh, dashboard of the account.

Speaker speaker\_1: Oh, okay. So FreeRx is what I'm getting my dental through, I guess?

Speaker speaker\_0: No, FreeRx is like the prescription plan. So I, like I said, I can go ahead and download the dental and the vision ID cards and send those to you. I just cannot get the ID card for the FreeRx because you actually have to register your account on the FreeRx website. And then once you get your account registered and log in, the ID card for that benefit is on your, on the dashboard of the account.

Speaker speaker\_1: Okay, that's cool too. But I am, like, I'm trying to get dental services done right now, so if you could download them and send them to me now, that would be great.

Speaker speaker\_0: Okay, yeah, just give me a few moments. I'm gonna put you on a brief hold, and I'll be right back.

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... go around, Maddox?

Speaker speaker\_3: What?

Speaker speaker\_2: Why did you dump that on me right there? What's up, Maddox? Hey, what's up, dude? How you doing?

Speaker speaker\_4: I'm good.

Speaker speaker\_5: Hey, this is, uh... I'm back. I was able to send those, uh, ID cards to your email.

Speaker speaker\_6: Mario?

Speaker speaker\_2: Okay. So they've both been sent to my email?

Speaker speaker\_5: Yes, sir. You can check while we're on the phone.

Speaker speaker\_6: Yo, what?

Speaker speaker\_2: All right. Thank you. And they were sent to, uh, zjenkins52?

Speaker speaker\_5: Yes, sir.

Speaker speaker\_2: All right.

Speaker speaker\_6: Mario! Mario! It's me, Mario!

Speaker speaker\_2: Okay. I believe I did just receive them.

Speaker speaker\_5: All righty.

Speaker speaker\_2: All right. Thank you very much.

Speaker speaker\_6: Cool.

Speaker speaker\_5: You're welcome. You have a wonderful day.

Speaker speaker\_2: You too.

Speaker speaker\_5: Thank you. Bye-bye.

Speaker speaker\_6: Oh, hi. Oh, hi. Hi, mommy. I'm at school. I have... I didn't have school.

Speaker speaker\_7: You didn't have the sack?

Speaker speaker\_6: I, I, I think I will get it tomorrow or Friday.

Speaker speaker\_7: All right.