

Transcript: VICTORIA

Taylor-6425158618759168-6722998360391680

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help? Hi, Victoria. My name is Joshua and I was hoping to schedule a, uh, virtual care to get a refill of a prescription. Okay. Um, what is the name of the agency you work for? I work for TRC. And the last four of your Social? 3507. Okay. And your first and last name? Yes. It is Joshua Gramlund. Gotcha. And do you mind verifying your address and date of birth? Don't mind at all. So the address is gonna be 2308 Bowen Corner Avenue. That's gonna be in Hanahan, South Carolina 29410. And my date of birth is 8-15-85. Okay. And then phone number 216-225-5467? Yes, ma'am. And then email is josh.yourlastname@rocketmail.com? Yes, ma'am. Okay. So we are just your benefits, uh, administers, so we don't actually do the, uh, virtual care on our end. What you would need to do is you need to go onto the website virtualcare.benefitsandacard.com and that's how you would set up your, uh, virtual appointment. Oh, okay, 'cause my explanation of benefits says call this number or visit that website, so I will visit the website instead then. Yeah, I'm not sure ... I'm sorry. S- ... policies on our end. Um, it- I'm sorry. S- ... that website to set up your appointment with them. Well, thank you for calling. Oh, sorry about that. I was just saying, yeah, we just, uh, administer the, uh, benefits on our end. But like I said, to my knowledge it should be pretty straightforward on how to set up the appointment on that website there. Okay. Then I will go ahead and visit. All righty. Was there anything else you might need help with? No. Thank you. That's everything. Okay. Have a wonderful day. You too. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, Victoria. My name is Joshua and I was hoping to schedule a, uh, virtual care to get a refill of a prescription.

Speaker speaker_0: Okay. Um, what is the name of the agency you work for?

Speaker speaker_1: I work for TRC.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 3507.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Yes. It is Joshua Gramlund.

Speaker speaker_0: Gotcha. And do you mind verifying your address and date of birth?

Speaker speaker_1: Don't mind at all. So the address is gonna be 2308 Bowen Corner Avenue. That's gonna be in Hanahan, South Carolina 29410. And my date of birth is 8-15-85.

Speaker speaker_0: Okay. And then phone number 216-225-5467?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is josh.yourlastname@rocketmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So we are just your benefits, uh, administers, so we don't actually do the, uh, virtual care on our end. What you would need to do is you need to go onto the website virtualcare.benefitsandacard.com and that's how you would set up your, uh, virtual appointment.

Speaker speaker_1: Oh, okay, 'cause my explanation of benefits says call this number or visit that website, so I will visit the website instead then.

Speaker speaker_0: Yeah, I'm not sure ...

Speaker speaker_1: I'm sorry. S-

Speaker speaker_0: ... policies on our end. Um, it-

Speaker speaker_1: I'm sorry. S-

Speaker speaker_0: ... that website to set up your appointment with them.

Speaker speaker_1: Well, thank you for calling.

Speaker speaker_0: Oh, sorry about that. I was just saying, yeah, we just, uh, administer the, uh, benefits on our end. But like I said, to my knowledge it should be pretty straightforward on how to set up the appointment on that website there.

Speaker speaker_1: Okay. Then I will go ahead and visit.

Speaker speaker_0: All righty. Was there anything else you might need help with?

Speaker speaker_1: No. Thank you. That's everything.

Speaker speaker_0: Okay. Have a wonderful day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.