

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi, my name is Andrew Caldwell. Um, I'm trying to log in to my account online, and I got in fine last night, but this morning it's saying my account is disabled. Okay. What... Uh, just to confirm, which, uh, which website are you going to and which account is this for? Um, I'm just looking up Benefits in a Card and, like, uh, clicking on that first link, and I even went to the- my email and found a link for Benefits in a Card, um... Okay, but is it taking you to, like, my- mybenefitsinacard.com/ and then, like, your employer, or is it, like, virtualcare.benefitsinacard.com? Uh, it's the Virtual Care. Okay, so specifically the Virtual Care one? Yeah. All right. What- what staffing company do you work with? Uh, BG Multifamily. Okay, and the last four of your Social? Uh, 8-5-9-6. Okay. And your first and last name? Andrew Caldwell. Thank you, Mr. Caldwell. Could you verify your address and your date of birth for me please? Uh, address is 140 Devonhurst Drive, Apartment C2, Kettering, Ohio 45429, I think. Um, and then date of birthday September 13, 2001. Thank you. One moment. We have a phone on file 765-586-9187. Is that correct? Yep. Bear with me a moment. And you said that you were able to log in last night, but now it's saying that it's disabled? Yeah. Okay. Do you mind holding for just a moment for me? Yes, fine. Thank you. Mr. Caldwell? Yep. Hey, thanks for holding. I appreciate your patience. Okay, um, so I'm not s- uh, I'm not seeing anything immediately that could jump out as to why you- you could be experiencing that at this time. I'm gonna send an email to our back office teams and see if there's anything that they can look into that- that might explain this and see if what we can do to get that corrected for you.... um, just give, uh, but just give us about 24 to 48 business hours. We may even have an answer for you today. I just need to hear back from them. Um, but as soon as I hear back, I'll give you a call back and let... and let you know what we find out and what needs to happen, okay? Okay, perfect. Um, really quick, nobody has really explained to me, like, um, I guess how the insurance works through... 'Cause BG is, like, a temp company that I'm through right now, um- All right. And I'm a little sick, so I've been, like, trying to figure out my insurance and, um, like, going to the doctor and stuff. But I wanted to try and figure out how it all worked. So do I just, like, go to the ER and say like, "Oh, this is my insurance." Or, um... 'Cause I don't have a- Yeah. Um... Okay, so what, what may have happened with that then is that your medical policy, uh, the insurance card for that, the company sends it, uh, initially via email. They don't send a physical copy by default. Um, so that would have gone to your email address on file, the one at andrewcaldwell75@icloud.com. Um, but if, if that, uh... But given... That should have arrived back towards the latter half of September. By this point it may have gone... It may have gotten deleted out via spam filters or anything like that. But what I can do for you right now is I can send another copy of that ID card to your email address from our email. Okay. Uh, that way you can go ahead and have

that information available, and then you can just provide that to the, uh, to the doctor, and they'll be... And as long as they see the information on the card they should be able to run your insurance and see what coverage you have. Okay, perfect. That would be great. Thank you so much. No problem. The email I'm going to be sending is coming from info@benefitsinacard.com If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. You should be getting this in just a couple of minutes here, okay? Okay, perfect. Thank you so much for your help. No problem. Anything else? Nope, that's all today. All right, thanks again for calling and have a wonderful day. Thanks, you too. Bye. All right, bye now.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hi, my name is Andrew Caldwell. Um, I'm trying to log in to my account online, and I got in fine last night, but this morning it's saying my account is disabled.

Speaker speaker_1: Okay. What... Uh, just to confirm, which, uh, which website are you going to and which account is this for?

Speaker speaker_2: Um, I'm just looking up Benefits in a Card and, like, uh, clicking on that first link, and I even went to the- my email and found a link for Benefits in a Card, um...

Speaker speaker_1: Okay, but is it taking you to, like, my- mybenefitsinacard.com/ and then, like, your employer, or is it, like, virtualcare.benefitsinacard.com?

Speaker speaker_2: Uh, it's the Virtual Care.

Speaker speaker_1: Okay, so specifically the Virtual Care one?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. What- what staffing company do you work with?

Speaker speaker_2: Uh, BG Multifamily.

Speaker speaker_1: Okay, and the last four of your Social?

Speaker speaker_2: Uh, 8-5-9-6.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Andrew Caldwell.

Speaker speaker_1: Thank you, Mr. Caldwell. Could you verify your address and your date of birth for me please?

Speaker speaker_2: Uh, address is 140 Devonhurst Drive, Apartment C2, Kettering, Ohio 45429, I think. Um, and then date of birthday September 13, 2001.

Speaker speaker_1: Thank you. One moment. We have a phone on file 765-586-9187. Is that correct?

Speaker speaker_2: Yep.

Speaker speaker_1: Bear with me a moment. And you said that you were able to log in last night, but now it's saying that it's disabled?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Do you mind holding for just a moment for me?

Speaker speaker_2: Yes, fine.

Speaker speaker_1: Thank you. Mr. Caldwell?

Speaker speaker_2: Yep.

Speaker speaker_1: Hey, thanks for holding. I appreciate your patience. Okay, um, so I'm not s- uh, I'm not seeing anything immediately that could jump out as to why you- you could be experiencing that at this time. I'm gonna send an email to our back office teams and see if there's anything that they can look into that- that might explain this and see if what we can do to get that corrected for you.... um, just give, uh, but just give us about 24 to 48 business hours. We may even have an answer for you today. I just need to hear back from them. Um, but as soon as I hear back, I'll give you a call back and let... and let you know what we find out and what needs to happen, okay?

Speaker speaker_2: Okay, perfect. Um, really quick, nobody has really explained to me, like, um, I guess how the insurance works through... 'Cause BG is, like, a temp company that I'm through right now, um-

Speaker speaker_1: All right.

Speaker speaker_2: And I'm a little sick, so I've been, like, trying to figure out my insurance and, um, like, going to the doctor and stuff. But I wanted to try and figure out how it all worked. So do I just, like, go to the ER and say like, "Oh, this is my insurance." Or, um... 'Cause I don't have a-

Speaker speaker_1: Yeah. Um... Okay, so what, what may have happened with that then is that your medical policy, uh, the insurance card for that, the company sends it, uh, initially via email. They don't send a physical copy by default. Um, so that would have gone to your email address on file, the one at andrewcaldwell75@icloud.com. Um, but if, if that, uh... But given... That should have arrived back towards the latter half of September. By this point it may have gone... It may have gotten deleted out via spam filters or anything like that. But what I can do for you right now is I can send another copy of that ID card to your email address from our email.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, that way you can go ahead and have that information available, and then you can just provide that to the, uh, to the doctor, and they'll be... And as long as they see the information on the card they should be able to run your insurance and see what coverage you have.

Speaker speaker_2: Okay, perfect. That would be great. Thank you so much.

Speaker speaker_1: No problem. The email I'm going to be sending is coming from info@benefitsinacard.com If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. You should be getting this in just a couple of minutes here, okay?

Speaker speaker_2: Okay, perfect. Thank you so much for your help.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: Nope, that's all today.

Speaker speaker_1: All right, thanks again for calling and have a wonderful day.

Speaker speaker_2: Thanks, you too. Bye.

Speaker speaker_1: All right, bye now.