

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. You're calling Benefits in a Card. This is Chris. How can I help you today? Hi, Chris. This is Kate Landover. Um, I'm a member with Benefits in a Card. Um, I'm a new member actually, through WorkSmart Staffing in Greenwood, South Carolina. And, um, I got sent an email about the Benefits in a Card, but I don't... And I'm, I'm, I'm on the portal, but like, I don't know how to see what benefits I have, so I, I didn't know how I could access that. Okay. What portal, uh, did you... are, are you on, ma'am? What's the, like, the website itself? It says... Hold on, I'll tell you. Mm. So like when I go... So like the email it sent me, Benefits in a Card, it says, "Your activate- your activation has been successful." And then at the very bottom it says, "Click here to sign in and get started." Okay. So then- And so that would be... Yeah. So, so when you click that, what's the website it directs you to? What's the, what's the URL up in the top of your browser? It is virtualcare.benefitsinacard.com. All right. So that portal is only for the virtual care benefits. That is completely- Okay. ... separate from everything else. So that, yeah. All right. So there's no way I can see what benefits are on there? So yeah, 'cause that... Not on that portal. That portal specifically is only for the virtual care benefits included in your medical plan. Um, that's only for setting up virtual care services, so like Teladoc-type visits. Um, the... Let's see here. You said you're with WorkSmart? Yes, sir. Okay. So the, the website to go to for the online portal for WorkSmart, um, would be mybenefitsinacard.com/worksmart. Okay....card.com/WorkSmart. Okay. Um, will my same email and stuff work on there do you think, or do you think I'll have to set up a new one? Uh, you, you'll have to... That's a... It's a different portal than the virtual care portal, so you may have to register- Oh. ... on that portal as well. All right. Well, thank you so much for your help. You're welcome. Thanks for calling and have a great day. Have a wonderful day. You too. Bye. Bye now.

Conversation Format

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

Speaker speaker_1: You're calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. This is Kate Landover. Um, I'm a member with Benefits in a Card. Um, I'm a new member actually, through WorkSmart Staffing in Greenwood, South Carolina. And, um, I got sent an email about the Benefits in a Card, but I don't... And I'm, I'm, I'm on the portal, but like, I don't know how to see what benefits I have, so I, I didn't know how I could access that.

Speaker speaker_1: Okay. What portal, uh, did you... are, are you on, ma'am? What's the, like, the website itself?

Speaker speaker_2: It says... Hold on, I'll tell you. Mm. So like when I go... So like the email it sent me, Benefits in a Card, it says, "Your activate- your activation has been successful." And then at the very bottom it says, "Click here to sign in and get started."

Speaker speaker_1: Okay. So then-

Speaker speaker_2: And so that would be...

Speaker speaker_1: Yeah. So, so when you click that, what's the website it directs you to? What's the, what's the URL up in the top of your browser?

Speaker speaker_2: It is virtualcare.benefitsinacard.com.

Speaker speaker_1: All right. So that portal is only for the virtual care benefits. That is completely-

Speaker speaker_2: Okay.

Speaker speaker_1: ... separate from everything else. So that, yeah.

Speaker speaker_2: All right. So there's no way I can see what benefits are on there?

Speaker speaker_1: So yeah, 'cause that... Not on that portal. That portal specifically is only for the virtual care benefits included in your medical plan. Um, that's only for setting up virtual care services, so like Teladoc-type visits. Um, the... Let's see here. You said you're with WorkSmart?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. So the, the website to go to for the online portal for WorkSmart, um, would be mybenefitsinacard.com/worksmart.

Speaker speaker_2: Okay....card.com/WorkSmart. Okay. Um, will my same email and stuff work on there do you think, or do you think I'll have to set up a new one?

Speaker speaker_1: Uh, you, you'll have to... That's a... It's a different portal than the virtual care portal, so you may have to register-

Speaker speaker_2: Oh.

Speaker speaker_1: ... on that portal as well.

Speaker speaker_2: All right. Well, thank you so much for your help.

Speaker speaker_1: You're welcome. Thanks for calling and have a great day.

Speaker speaker_2: Have a wonderful day. You too. Bye.

Speaker speaker_1: Bye now.