

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 on a Card., this is Chris. You today? Um, my name's Ashley Washington. Okay. And how can I help you, Ms. Washington? Um, I'm trying to figure out why my account has been disabled. I'm not sure why, when I try to log in. Okay. Um, let me see. What staffing company do you work with? Clinical Resources. Clinical Resources, okay. And the last, uh, four of your social? 4994. Okay. All right. One moment. Uh, Ms. Washington, it looks like our, um... it looks like our system shows two files for you, um, w- uh, under... looks like there, there may be some, uh, some sort of information, like, typo somewhere. Um, could you verify your full social for me to make sure that I'm looking at the right file? 59536 4994. Okay. All right. And then just to make sure that everything else we have is correct, just verify your address and your date of birth, please. 401 East 7th Avenue, Apartment 924, Tampa, Florida 33602. And you said my date of birth is 6/13/85. Okay. And then we have... the phone we have on file for you, 407-288-3524, is that still correct? Right. All right. And your account, do you mean for the Virtual Urgent Care? Right. It's like, um, the... where you can, like, talk to a doctor. Yeah, the... yeah, the Virtual Care Services. Yes. Um, it looks like that's due to no premium was recorded off of any sort of... off of any paycheck last week. Um, did you receive a paycheck last week, ma'am? Yep. And di-... you saw the 1767 come out for the insurance premium? Um, let me double check 'cause we got paid on Wednesday instead of Friday. I think, so, maybe that was the problem 'cause I didn't- It i- ... like double... Huh? Yeah, I was, I was going to say, it is possible that with the holiday, maybe there's a delay with that. But I'd have to... I'd have to s-... we'd have to check to see if a deduction was taken first before we can check to see if a... if there's a delay in just us receiving that info. Okay. Um, let me just... I got a... I'm just pulling it up, it's just taking a little slow time. You're fine. And while you pull that up, do you mind if I place you on a brief hold? I just wanna check something on my end here real quick. Sure. Thanks. I'll be right back. See you guys in the morning. 5:00 to 8:00. Oh, wait, are you gonna be here tomorrow? Are you gonna be here tomorrow? Okay. Hi, Ms. Washington. Yes. Thank you for holding. I appreciate your patience. Um, all right. So- It did say that I took it. Okay. So, it is possibly just a delay because of the holiday and everything. It may be thrown... may have thrown a couple of things- Mm, probably. ... out of whack a little bit. Um, I would say give it, give it maybe 24 hours and then try again, and you should be able to get in. Okay. Thanks. Bye. You're welcome. Anything else? No. All right. Thanks again for calling and have a good day. Mm-hmm.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card., this is Chris. You today?

Speaker speaker_2: Um, my name's Ashley Washington.

Speaker speaker_1: Okay. And how can I help you, Ms. Washington?

Speaker speaker_2: Um, I'm trying to figure out why my account has been disabled. I'm not sure why, when I try to log in.

Speaker speaker_1: Okay. Um, let me see. What staffing company do you work with?

Speaker speaker_2: Clinical Resources.

Speaker speaker_1: Clinical Resources, okay. And the last, uh, four of your social?

Speaker speaker_2: 4994.

Speaker speaker_1: Okay. All right. One moment. Uh, Ms. Washington, it looks like our, um... it looks like our system shows two files for you, um, w- uh, under... looks like there, there may be some, uh, some sort of information, like, typo somewhere. Um, could you verify your full social for me to make sure that I'm looking at the right file?

Speaker speaker_2: 59536 4994.

Speaker speaker_1: Okay. All right. And then just to make sure that everything else we have is correct, just verify your address and your date of birth, please.

Speaker speaker_2: 401 East 7th Avenue, Apartment 924, Tampa, Florida 33602. And you said my date of birth is 6/13/85.

Speaker speaker_1: Okay. And then we have... the phone we have on file for you, 407-288-3524, is that still correct?

Speaker speaker_2: Right.

Speaker speaker_1: All right. And your account, do you mean for the Virtual Urgent Care?

Speaker speaker_2: Right. It's like, um, the... where you can, like, talk to a doctor.

Speaker speaker_1: Yeah, the... yeah, the Virtual Care Services.

Speaker speaker_2: Yes.

Speaker speaker_1: Um, it looks like that's due to no premium was recorded off of any sort of... off of any paycheck last week. Um, did you receive a paycheck last week, ma'am?

Speaker speaker_2: Yep.

Speaker speaker_1: And di-... you saw the 1767 come out for the insurance premium?

Speaker speaker_2: Um, let me double check 'cause we got paid on Wednesday instead of Friday. I think, so, maybe that was the problem 'cause I didn't-

Speaker speaker_1: It i-

Speaker speaker_2: ... like double... Huh?

Speaker speaker_1: Yeah, I was, I was going to say, it is possible that with the holiday, maybe there's a delay with that. But I'd have to... I'd have to s-... we'd have to check to see if a deduction was taken first before we can check to see if a... if there's a delay in just us receiving that info.

Speaker speaker_2: Okay. Um, let me just... I got a... I'm just pulling it up, it's just taking a little slow time.

Speaker speaker_1: You're fine. And while you pull that up, do you mind if I place you on a brief hold? I just wanna check something on my end here real quick.

Speaker speaker_2: Sure.

Speaker speaker_1: Thanks. I'll be right back.

Speaker speaker_3: See you guys in the morning. 5:00 to 8:00. Oh, wait, are you gonna be here tomorrow? Are you gonna be here tomorrow? Okay.

Speaker speaker_1: Hi, Ms. Washington.

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you for holding. I appreciate your patience. Um, all right. So-

Speaker speaker_2: It did say that I took it.

Speaker speaker_1: Okay. So, it is possibly just a delay because of the holiday and everything. It may be thrown... may have thrown a couple of things-

Speaker speaker_2: Mm, probably.

Speaker speaker_1: ... out of whack a little bit. Um, I would say give it, give it maybe 24 hours and then try again, and you should be able to get in.

Speaker speaker_2: Okay. Thanks. Bye.

Speaker speaker_1: You're welcome. Anything else?

Speaker speaker_2: No.

Speaker speaker_1: All right. Thanks again for calling and have a good day.

Speaker speaker_2: Mm-hmm.