

## Transcript: Chris Sofield

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### Full Transcript

Hello. Hello, is this- Hello? ... Benefits and A Card? This is Chris. How can I help you today? Uh, yeah, my name is Shirley Streeter and I just tried to log in to my account and it says it's been dis... deactivated or disabled. Okay. Um- I'm trying to- Sorry, go ahead. I'm trying to get everything set up so I can get my prescription. Okay. Uh, the account that you're talking about, is this for the virtual care account? Oh, God. I don't know. Um, let me- Which- I'll, I'll tell you. This is for Benefits and A Card. Yes, but is it virtualcare.benefitsandacard.com that you're going to or...? No. This is in an email. "Your activation has been successful, but you need to update your medical file, up-to-date health history and-" Okay. ... I need to set up for a pharmacy. Pharmacy. Okay. So, when you click that link, what website does it take you to, the link in the email? It takes me right to... it says, "Benefits and A Card because your people deserve the best." That's all it- So it just takes you- ... comes up to. So it just takes you to benefitsandacard.com? Y- yeah, I clicked on it and it went right there, and it says, email and password. Not activated yet. Activate now. Okay. So, but in the... where you would type in an, a website, what, what shows there? Uh-huh. What, what, what is there? Oh. Oh, it might be virtual because it doesn't have it all there. Something care.benefitsandacard.com. That, that is for the virtual care site. Um, that has nothing... that, that's only to be able to s-... that's only for setting up, um, visits through the virtual care system. It has nothing to do with anything else. Um- Oh, okay. That's not what I want to do then. Yeah. So, so, so that, that, that... if you're, if you're trying to make sure that... I mean, if you're trying to verify that you ha-... sorry, that you have coverage, I can check that for you, but that, that website- Yeah. ... that you're going to, that is for a virtual care benefit, which doesn't sound like what you're trying to do. No, it is not. I mean, I've been to the pharmacy twice. Now my card says it's been activated since February the 3rd of 2025 and I've been here multiple times, and it's still not activated. Right. So, okay. What, uh, what staffing company do you work with? Focus. And what's the last four of your Social? 4571. All right. Ms. Streeter, could you verify your address and your date of birth for me? 2819 Lohman Street, Springfield, Ohio 45505. 8870. Thank you. The phone number on file we have is 937-360-0380. Is that correct? Yes. Okay. One moment. Mm-hmm. Okay. So it looks like... it looks like, um- Yes. ... the reason that it's showing disabled at this moment is because of the fact that we received a... we received a request through the online enrollment system that Focus uses. Um- Uh-huh. It looks like you had gone on there and requested to cancel your coverage. No. That's what- I got... that's where- That's what all the... Oh my God. Yeah. So, it, it looks like at some, some point it... you had gone on, onto the online s-... online system and canceled all your coverage. So, that's why it's showing as disabled right now, because it's, it's canceled out. Oh, no. I need insurance. Uh-huh. Well, they're, they're taking out insurance. They're taking out like 42 or 43 a week out of my check for the insurance. I c-... so I see that the last time a deduction was

received was... it was entered on January 31st, which gave you coverage for the week starting j-... uh, February 3rd through February 9th. But no deductions have been received yet because it looks like the, the cancellation went through after that. Oh, my God. The lady and me on the phone were talking, and she canceled one and then did the one that where it was just covering me because I have to go to the doctor every three months because I'm diabetic. Okay. Right, so- So... One moment. Okay. Do you mind holding on the line for me for just a moment? I'm gonna see if I can figure out where the, where the confusion happened and see what, what's going on here. Yes, please. Thank you. Mm-hmm. Hi, Ms. Treder? Yeah. Hey, thanks for holding. I appreciate your patience. Looking through the file and looking at the notes here, it... We're go- Okay, so we're going to need to review this call from January 21st because the notes have both indications that you wanted to cancel and that you wanted to make a change. So, I'm not sure what happened there. We'll need to review the file to see, re-review the call to see what exactly was requested and what should have been done with this originally. Um, given that it's still open enrollment for Focus- Okay. ... I'm going to go ahead and put you back into the change that you had, the, that it indicates you requested, which was to do the Stay Healthy Enhanced for employee only, um, and then depending on the results of the call, aft- of the call review, uh, we'll- Mm-hmm. We'll reach out to our back office team if necessary to see if we can try to get this expedited to put cover- to get the coverage back active as quickly as possible. Um- Okay. So yeah, I'd, I... One, give us about a day or two to- Okay. ... review everything, do, and, and let me reach out to the back office and see what needs to be done to try to res- to try to resolve this for you. And then I'll give you a call back and let you know, uh, what we're able to do to, to get this moving forward for you, okay? Okay. Thank you so much. No problem. I do apologize for this inconvenience. We'll work as quickly as we can to get this, to get this taken care of for you. Um, was there- All right. ... anything else I could help you with? No, that was it, sweetie. All right, thank you again for calling and you have a wonderful day. Thank you and you too. All right, bye now. Bye.

## Conversation Format

Speaker speaker\_0: Hello.

Speaker speaker\_1: Hello, is this-

Speaker speaker\_0: Hello?

Speaker speaker\_1: ... Benefits and A Card? This is Chris. How can I help you today?

Speaker speaker\_0: Uh, yeah, my name is Shirley Streeter and I just tried to log in to my account and it says it's been dis... deactivated or disabled.

Speaker speaker\_1: Okay. Um-

Speaker speaker\_0: I'm trying to-

Speaker speaker\_1: Sorry, go ahead.

Speaker speaker\_0: I'm trying to get everything set up so I can get my prescription.

Speaker speaker\_1: Okay. Uh, the account that you're talking about, is this for the virtual care account?

Speaker speaker\_0: Oh, God. I don't know. Um, let me-

Speaker speaker\_1: Which-

Speaker speaker\_0: I'll, I'll tell you. This is for Benefits and A Card.

Speaker speaker\_1: Yes, but is it virtualcare.benefitsandacard.com that you're going to or...?

Speaker speaker\_0: No. This is in an email. "Your activation has been successful, but you need to update your medical file, up-to-date health history and-"

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... I need to set up for a pharmacy.

Speaker speaker\_1: Pharmacy. Okay. So, when you click that link, what website does it take you to, the link in the email?

Speaker speaker\_0: It takes me right to... it says, "Benefits and A Card because your people deserve the best." That's all it-

Speaker speaker\_1: So it just takes you-

Speaker speaker\_0: ... comes up to.

Speaker speaker\_1: So it just takes you to benefitsandacard.com?

Speaker speaker\_0: Y- yeah, I clicked on it and it went right there, and it says, email and password. Not activated yet. Activate now.

Speaker speaker\_1: Okay. So, but in the... where you would t- type in an, a website, what, what shows there?

Speaker speaker\_0: Uh-huh.

Speaker speaker\_1: What, what, what is there?

Speaker speaker\_0: Oh. Oh, it might be virtual because it doesn't have it all there. Something care.benefitsandacard.com.

Speaker speaker\_1: That, that is for the virtual care site. Um, that has nothing... that, that's only to be able to s-... that's only for setting up, um, visits through the virtual care system. It has nothing to do with any- anything else. Um-

Speaker speaker\_0: Oh, okay. That's not what I want to do then.

Speaker speaker\_1: Yeah. So, so, so that, that, that... if you're, if you're trying to make sure that... I mean, if you're trying to verify that you ha-... sorry, that you have coverage, I can check that for you, but that, that website-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... that you're going to, that is for a virtual care benefit, which doesn't sound like what you're trying to do.

Speaker speaker\_0: No, it is not. I mean, I've been to the pharmacy twice. Now my card says it's been activated since February the 3rd of 2025 and I've been here multiple times, and it's still not activated.

Speaker speaker\_1: Right. So, okay. What, uh, what staffing company do you work with?

Speaker speaker\_0: Focus.

Speaker speaker\_1: And what's the last four of your Social?

Speaker speaker\_0: 4571.

Speaker speaker\_1: All right. Ms. Streeter, could you verify your address and your date of birth for me?

Speaker speaker\_0: 2819 Lohman Street, Springfield, Ohio 45505. 8870.

Speaker speaker\_1: Thank you. The phone number on file we have is 937-360-0380. Is that correct?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay. One moment.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Okay. So it looks like... it looks like, um-

Speaker speaker\_0: Yes.

Speaker speaker\_1: ... the reason that it's showing disabled at this moment is because of the fact that we received a... we received a request through the online enrollment system that Focus uses. Um-

Speaker speaker\_0: Uh-huh.

Speaker speaker\_1: It looks like you had gone on there and requested to cancel your coverage.

Speaker speaker\_0: No.

Speaker speaker\_1: That's what-

Speaker speaker\_0: I got... that's where-

Speaker speaker\_1: That's what all the...

Speaker speaker\_0: Oh my God.

Speaker speaker\_1: Yeah. So, it, it looks like at some, some point it... you had gone on, onto the online s-... online system and canceled all your coverage. So, that's why it's showing as

disabled right now, because it's, it's canceled out.

Speaker speaker\_0: Oh, no. I need insurance.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: Well, they're, they're taking out insurance. They're taking out like 42 or 43 a week out of my check for the insurance.

Speaker speaker\_1: I c-... so I see that the last time a deduction was received was... it was entered on January 31st, which gave you coverage for the week starting j-... uh, February 3rd through February 9th. But no deductions have been received yet because it looks like the, the cancellation went through after that.

Speaker speaker\_0: Oh, my God. The lady and me on the phone were talking, and she canceled one and then did the one that where it was just covering me because I have to go to the doctor every three months because I'm diabetic.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Right, so-

Speaker speaker\_1: So... One moment.Okay. Do you mind holding on the line for me for just a moment? I'm gonna see if I can figure out where the, where the confusion happened and see what, what's going on here.

Speaker speaker\_2: Yes, please.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Hi, Ms. Treder?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Hey, thanks for holding. I appreciate your patience. Looking through the file and looking at the notes here, it... We're go- Okay, so we're going to need to review this call from January 21st because the notes have both indications that you wanted to cancel and that you wanted to make a change. So, I'm not sure what happened there. We'll need to review the file to see, re-review the call to see what exactly was requested and what should have been done with this originally. Um, given that it's still open enrollment for Focus-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... I'm going to go ahead and put you back into the change that you had, the, that it indicates you requested, which was to do the Stay Healthy Enhanced for employee only, um, and then depending on the results of the call, aft- of the call review, uh, we'll-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: We'll reach out to our back office team if necessary to see if we can try to get this expedited to put cover- to get the coverage back active as quickly as possible. Um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: So yeah, I'd, I... One, give us about a day or two to-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... review everything, do, and, and let me reach out to the back office and see what needs to be done to try to res- to try to resolve this for you. And then I'll give you a call back and let you know, uh, what we're able to do to, to get this moving forward for you, okay?

Speaker speaker\_2: Okay. Thank you so much.

Speaker speaker\_1: No problem. I do apologize for this inconvenience. We'll work as quickly as we can to get this, to get this taken care of for you. Um, was there-

Speaker speaker\_2: All right.

Speaker speaker\_1: ... anything else I could help you with?

Speaker speaker\_2: No, that was it, sweetie.

Speaker speaker\_1: All right, thank you again for calling and you have a wonderful day.

Speaker speaker\_2: Thank you and you too.

Speaker speaker\_1: All right, bye now.

Speaker speaker\_2: Bye.