

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? Hey, Chris. Um, I have called because my... What is this? The, the phone... Yeah, what is it? You ... What is it? The doctor visits over the phone, uh, account got disactivated. Okay. Hmm. Let me take a look at your file and see what could be causing that. Um, what staffing company do you work with? PRC. And last four of your social? 6153. Your first and last name? Flora Alvarado. Thank you. Ms. Alvarado, could you verify your address and your date of birth for me please? It's 51 Bellevue Drive, Number 38, Cartersville, Georgia 30120. Okay. And your date of birth? March 4th, 1982. Okay. We have a phone number on file, 770-633-6595... 6959. Is that correct? Yes. Okay. And you said that your virtual care, uh, your virtual primary care w- uh, I- account show- is showing as disabled? Disabled. Uh-huh. Okay. I see here, it looks like we had tried to get in contact with you earlier today, and we were... And it looks like at the time, when we tried to get in contact with you, we were told that it was... uh, we were advised by our back office teams that it was, uh, there shouldn't be any further issue. Have you tried logging in today? No. Let me try real quick. Okay. Hmm. I can't find that email that I f- uh... Maybe this one? No. That I signed up through... Oh, there it is. I'm sorry. I, I don't know how I... Okay. Um, where do I go? Do I just go to Benefits in a Card Virtual? Uh, it should be virtualcare.benefitsinacard.com. Okay. Hmm. It's not coming up. It's just like at, uh... So, going to that website- Mm-hmm. ... doesn't give you anything, or? Let's see. No. It just takes me- Okay, so... Sorry, go ahead. It just, it doesn't come up with, like, a website. It's just, like, on the search, a bunch of, um, Anthem, like, a bunch of insurance. Okay. So, so the website to go to is- Mm-hmm. ... is virtualcare.benefitsinacard.com. It, it's not something, like, to search up. That's the actual, like, website. Is it TeleDoc Health? It, no- No? It's, it's virtualcare.- Oh, okay. I think I found it.benefitsinacard.com. Okay. It's, it's working again. Okay. Was there anything else? That was all. Thanks so much. You're welcome. Thanks for calling and have a good day. You too.

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: Hey, Chris. Um, I have called because my... What is this? The, the phone...

Speaker speaker_1: Yeah, what is it? You ...

Speaker speaker_2: What is it? The doctor visits over the phone, uh, account got disactivated.

Speaker speaker_1: Okay. Hmm. Let me take a look at your file and see what could be causing that. Um, what staffing company do you work with?

Speaker speaker_2: PRC.

Speaker speaker_1: And last four of your social?

Speaker speaker_2: 6153.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Flora Alvarado.

Speaker speaker_1: Thank you. Ms. Alvarado, could you verify your address and your date of birth for me please?

Speaker speaker_2: It's 51 Bellevue Drive, Number 38, Cartersville, Georgia 30120.

Speaker speaker_1: Okay. And your date of birth?

Speaker speaker_2: March 4th, 1982.

Speaker speaker_1: Okay. We have a phone number on file, 770-633-6595... 6959. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And you said that your virtual care, uh, your virtual primary care w-uh, I- account show- is showing as disabled?

Speaker speaker_2: Disabled. Uh-huh.

Speaker speaker_1: Okay. I see here, it looks like we had tried to get in contact with you earlier today, and we were... And it looks like at the time, when we tried to get in contact with you, we were told that it was... uh, we were advised by our back office teams that it was, uh, there shouldn't be any further issue. Have you tried logging in today?

Speaker speaker_2: No. Let me try real quick.

Speaker speaker_1: Okay.

Speaker speaker_2: Hmm. I can't find that email that I f- uh... Maybe this one? No. That I signed up through... Oh, there it is. I'm sorry. I, I don't know how I... Okay. Um, where do I go? Do I just go to Benefits in a Card Virtual?

Speaker speaker_1: Uh, it should be virtualcare.benefitsinacard.com.

Speaker speaker_2: Okay. Hmm. It's not coming up. It's just like at, uh...

Speaker speaker_1: So, going to that website-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... doesn't give you anything, or?

Speaker speaker_2: Let's see. No. It just takes me-

Speaker speaker_1: Okay, so... Sorry, go ahead.

Speaker speaker_2: It just, it doesn't come up with, like, a website. It's just, like, on the search, a bunch of, um, Anthem, like, a bunch of insurance.

Speaker speaker_1: Okay. So, so the website to go to is-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... is virtualcare.benefitsinacard.com. It, it's not something, like, to search up. That's the actual, like, website.

Speaker speaker_2: Is it TeleDoc Health?

Speaker speaker_1: It, no-

Speaker speaker_2: No?

Speaker speaker_1: It's, it's virtualcare.-

Speaker speaker_2: Oh, okay. I think I found it.

Speaker speaker_1:[benefitsinacard.com](https://virtualcare.benefitsinacard.com).

Speaker speaker_2: Okay. It's, it's working again.

Speaker speaker_1: Okay. Was there anything else?

Speaker speaker_2: That was all. Thanks so much.

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

Speaker speaker_2: You too.