

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. Um, I was trying to log into my account that- then I got disabled. Okay. What, uh, what was the website that you were going to? Um- Can you tell me- I received an, I received an email, um, called Benefits in a Card and I clicked on the link to sign in and then it brought me- Okay. And- ... to virtualcare.benefits.com. Okay, so it's the virtual care account. Okay. What staffing company do you work with? Oxford Corporation. And the- and the last four of your Social? Uh, 6176. Thank you. Your first and last name? Bryant, and my last name is Lee. Thank you. So Lee, could you verify your address and date of birth for me? Um, my address is 199 5th Ave, Brooklyn, um, 11217 and my date of birth is January 2nd, 1997. Okay. We have a different address on file. Oh. Sorry, I recently just moved. Um, so the address on file would be 9 Fernwood, uh, Road, Westport, Connecticut. Um, I believe the zip code was 06880. Or... One second here. All right. Okay. Is- Is that right? Is the... Ah, yes, that's it. Okay. Was the, uh, was the Westport address, is that your current address? At the time, yeah. Okay. All right, one moment. Bear with me just a moment, I'm checking a couple of things here. No problem. Okay. All right, so I'm not seeing what, uh, what could be causing it to show as disabled, as far as I can tell your coverage is active and you should have access to your virtual care benefits. I'm gonna send an email to our IT team to see if there's anything that they can figure out what's going on with that. Give us about 24 to 48 business hours to review and investigate, and, um, we'll give you a call back once we have more information. Okay? Um, I also have a question. Will I receive, like, um, a card, like a physical card for this, or... For your virtual care benefit? Yeah. Uh, n- I do not believe so. Okay. Yeah, the only problem with that's- So I can just- ... the only... Sorry, go ahead. Sorry, because I'm running for... I'm getting, like, prescribed drugs and they're asking for my BIN number, so the only way I can access my BIN number is through this virtual website. Correct? No. Virtual care has nothing to do with, with medication. Um, any- Oh. ... uh, any prescription benefits would, would possibly be covered by the actual medical policy, which is your, your Stay Healthy teller RX plan. That is, that's completely different from the virtual care policy. Oh. Okay. Yeah. Okay. Thank you. No problem. Anything else? Um, nope. All right, if that's everything, thanks again for calling. Have a wonderful day. Thanks, you too. 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. Um, I was trying to log into my account that- then I got disabled.

Speaker speaker_1: Okay. What, uh, what was the website that you were going to?

Speaker speaker_2: Um-

Speaker speaker_1: Can you tell me-

Speaker speaker_2: I received an, I received an email, um, called Benefits in a Card and I clicked on the link to sign in and then it brought me-

Speaker speaker_1: Okay. And-

Speaker speaker_2: ... to virtualcare.benefits.com.

Speaker speaker_1: Okay, so it's the virtual care account. Okay. What staffing company do you work with?

Speaker speaker_2: Oxford Corporation.

Speaker speaker_1: And the- and the last four of your Social?

Speaker speaker_2: Uh, 6176.

Speaker speaker_1: Thank you. Your first and last name?

Speaker speaker_2: Bryant, and my last name is Lee.

Speaker speaker_1: Thank you. So Lee, could you verify your address and date of birth for me?

Speaker speaker_2: Um, my address is 199 5th Ave, Brooklyn, um, 11217 and my date of birth is January 2nd, 1997.

Speaker speaker_1: Okay. We have a different address on file.

Speaker speaker_2: Oh. Sorry, I recently just moved. Um, so the address on file would be 9 Fernwood, uh, Road, Westport, Connecticut. Um, I believe the zip code was 06880. Or... One second here.

Speaker speaker_1: All right. Okay. Is-

Speaker speaker_2: Is that right?

Speaker speaker_1: Is the... Ah, yes, that's it.

Speaker speaker_2: Okay.

Speaker speaker_1: Was the, uh, was the Westport address, is that your current address?

Speaker speaker_2: At the time, yeah.

Speaker speaker_1: Okay. All right, one moment. Bear with me just a moment, I'm checking a couple of things here.

Speaker speaker_2: No problem.

Speaker speaker_1: Okay. All right, so I'm not seeing what, uh, what could be causing it to show as disabled, as far as I can tell your coverage is active and you should have access to your virtual care benefits. I'm gonna send an email to our IT team to see if there's anything that they can figure out what's going on with that. Give us about 24 to 48 business hours to review and investigate, and, um, we'll give you a call back once we have more information. Okay?

Speaker speaker_2: Um, I also have a question. Will I receive, like, um, a card, like a physical card for this, or...

Speaker speaker_1: For your virtual care benefit?

Speaker speaker_2: Yeah.

Speaker speaker_1: Uh, n- I do not believe so.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah, the only problem with that's-

Speaker speaker_2: So I can just-

Speaker speaker_1: ... the only... Sorry, go ahead.

Speaker speaker_2: Sorry, because I'm running for... I'm getting, like, prescribed drugs and they're asking for my BIN number, so the only way I can access my BIN number is through this virtual website. Correct?

Speaker speaker_1: No. Virtual care has nothing to do with, with medication. Um, any-

Speaker speaker_2: Oh.

Speaker speaker_1: ... uh, any prescription benefits would, would possibly be covered by the actual medical policy, which is your, your Stay Healthy teller RX plan. That is, that's completely different from the virtual care policy.

Speaker speaker_2: Oh. Okay.

Speaker speaker_1: Yeah.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: Um, nope.

Speaker speaker_1: All right, if that's everything, thanks again for calling. Have a wonderful day.

Speaker speaker_2: Thanks, you too.

Speaker speaker_1: Bye now.