Transcript: Chris Sofield (deactivated)-6694187919949824-6595543510237184

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? Um, I'm calling 'cause, um, I'm trying to log into my account right now and it says "account disabled" to call you guys. Hmm. Uh, what account is it that you're trying to log onto? Like, what's, what's the specific site? Uh, Benefits in a Card. So, it's just benefitsinacard.com that you're going to? Uh, yes. Can you read off the, the website, like the URL up there for me real quick? Uh, benefitsinacard.com. So, it's not like, uh, virtualhealth.benefitsinacard.com or it's not like benefits... mybenefitsinacard.com/somethingelse? It's just benefitsinacard.com? Oh, it would... Um, it would be, um, I, uh, it says virtualcarebenefitsinacard dot... And I, I can't see the, the rest of the URL on my phone. Okay, so it is virtualcare.benefitsinacard.com? Yeah. Okay. One moment. And, uh, it's through, uh, BIC. B- BIC... Through BIC, that is, that's Benefits in a Card, that's us. Um- Oh, okay. Sounds good. So, uh, what, what's... Do you work with a staffing company, sir? Yes, I do. Uh, what staffing company do you work with? Uh, BGSS. All right. The last four of your Social, sir? 7746. Okay. And your first and last name? Camille Covill. Mr. Covill, could you verify your address and date of birth for me? Uh, September 5th, 1995, 1139 North Arlington Heights, Itasca, Illinois. And the ZIP code? Um, 60143, I think. Okay, thank you. All right. Let's see here. All right. And then we have a phone on file, 312-477-1312? Yeah, that's correct. And an email of lovemj657@gmail.com? Yeah, also correct. Okay. One moment. All right. Do, do you mind holding for just a moment for me? Yeah, sure. No problem. All right, thanks. I'll be right back with you. Hello, Mr. Covill? Yes? Hey, thanks for holding. I appreciate your patience. Uh, try, uh, try logging in again. Okay. Yeah. Okay, yeah, I got it now. All right. Was there anything else I could help with? Um, no. You know, uh, what the... What would be the issue with this? Uh, I'm not 100% sure. Um, I, I did let... I, like I said, I had sent an em-, a message off to our, uh, IT team to see what was going on with that. Mm-hmm. Sure. They, all they did was they assured me that it was, that it was fixed for now. Or not for now, but it's fixed now. Mm-hmm. Yeah. Um, so you're, so you're, you're, uh, you should be good to go. I'm not, like I said, I'm not sure what- I was also gonna... Um, I had, like, one more question 'cause I work for, like, the staffing agency and I wanted to also ask 'cause, like, if, you know, if I don't work, I don't, you know, get paid. So, then you guys don't really take the money out for the insurance? How would that work? 'Cause, like, I've been sick with, like, strep since, like, last week Tuesday.... and my swelling in my throat still hasn't gone down, and I, I haven't went to work. So, if I use the insurance, it's not going to, like, have me pay? If, like... I, I don't know how, like, that works. Do you guys have money on that account or something like that? Hm, no, nothing like that. Uh, I can tell you that it is currently showing as active right now, um, and it's active between now and November 10th based off of the... for just this week, at least. Okay. 'Cause it's a week-to-week

insurance policy. Got it. Now, if you, now, if you need to use it and it's not active for whatever reason, you do have the option of calling us to make a payment out of pocket for the insurance premium that would have normally been deducted out of a paycheck, given that - Oh, how much is that, by the way? Uh, $54.09. Got you, and I was also gonna say, um, would... I'd be able to go to, like, my personal doctor with this insurance or I have to see if he's in network? You would have to see if he's in network. The network is MultiPlan, and you can check the network by going to their website, multiplan.com. Multiplan.com. Got you. Um, I was also gonna ask, would I be able to... um, uh, would you be able to maybe possibly send me the insurance card itself? Uh, yeah. One moment. 'Cause I don't, I don't think I've received them yet. Yeah. We can go ahead and send a copy of that medical card on over to you. Um, this email with the card will come from info@benefitsinacard.com. Mm-hmm. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. You should be getting this in a couple of minutes. Okay? Sounds great. Thank you very much. And I also just had one last question, um. If I were to call my doctor, um, would he be able to tell me if he'd take the insurance if I give him the insurance, like, policy number or whatever it is? I wouldn't be able to answer that because that's completely up to the doctor, not, not us. Got you, got you. Sounds great then. Well, then, uh, thank you very much! Really appreciate you. No problem. Thanks again for calling and have a good day. You as well. Thank you. You're welcome. 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: Um, I'm calling 'cause, um, I'm trying to log into my account right now and it says "account disabled" to call you guys.

Speaker speaker_1: Hmm. Uh, what account is it that you're trying to log onto? Like, what's, what's the specific site?

Speaker speaker_2: Uh, Benefits in a Card.

Speaker speaker_1: So, it's just benefitsinacard.com that you're going to?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: Can you read off the, the website, like the URL up there for me real quick?

Speaker speaker_2: Uh, benefitsinacard.com.

Speaker speaker_1: So, it's not like, uh, virtualhealth.benefitsinacard.com or it's not like benefits... mybenefitsinacard.com/somethingelse? It's just benefitsinacard.com?

Speaker speaker_2: Oh, it would... Um, it would be, um, I, uh, it says virtualcarebenefitsinacard dot... And I, I can't see the, the rest of the URL on my phone.

Speaker speaker_1: Okay, so it is virtualcare.benefitsinacard.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. One moment.

Speaker speaker_2: And, uh, it's through, uh, BIC.

Speaker speaker_1: B- BIC... Through BIC, that is, that's Benefits in a Card, that's us. Um-

Speaker speaker_2: Oh, okay. Sounds good.

Speaker speaker_1: So, uh, what, what's... Do you work with a staffing company, sir?

Speaker speaker_2: Yes, I do.

Speaker speaker_1: Uh, what staffing company do you work with?

Speaker speaker_2: Uh, BGSS.

Speaker speaker_1: All right. The last four of your Social, sir?

Speaker speaker_2: 7746.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Camille Covill.

Speaker speaker_1: Mr. Covill, could you verify your address and date of birth for me?

Speaker speaker_2: Uh, September 5th, 1995, 1139 North Arlington Heights, Itasca, Illinois.

Speaker speaker_1: And the ZIP code?

Speaker speaker_2: Um, 60143, I think.

Speaker speaker_1: Okay, thank you. All right. Let's see here. All right. And then we have a phone on file, 312-477-1312?

Speaker speaker_2: Yeah, that's correct.

Speaker speaker_1: And an email of lovemj657@gmail.com?

Speaker speaker_2: Yeah, also correct.

Speaker speaker_1: Okay. One moment. All right. Do, do you mind holding for just a moment for me?

Speaker speaker_2: Yeah, sure. No problem.

Speaker speaker_1: All right, thanks. I'll be right back with you. Hello, Mr. Covill?

Speaker speaker_2: Yes?

Speaker speaker_1: Hey, thanks for holding. I appreciate your patience. Uh, try, uh, try logging in again.

Speaker speaker_2: Okay. Yeah. Okay, yeah, I got it now.

Speaker speaker_1: All right. Was there anything else I could help with?

Speaker speaker_2: Um, no. You know, uh, what the... What would be the issue with this?

Speaker speaker_1: Uh, I'm not 100% sure. Um, I, I did let... I, like I said, I had sent an em-, a message off to our, uh, IT team to see what was going on with that.

Speaker speaker_2: Mm-hmm. Sure.

Speaker speaker_1: They, all they did was they assured me that it was, that it was fixed for now. Or not for now, but it's fixed now.

Speaker speaker_2: Mm-hmm. Yeah.

Speaker speaker_1: Um, so you're, so you're, you're, uh, you should be good to go. I'm not, like I said, I'm not sure what-

Speaker speaker_2: I was also gonna... Um, I had, like, one more question 'cause I work for, like, the staffing agency and I wanted to also ask 'cause, like, if, you know, if I don't work, I don't, you know, get paid. So, then you guys don't really take the money out for the insurance? How would that work? 'Cause, like, I've been sick with, like, strep since, like, last week Tuesday.... and my swelling in my throat still hasn't gone down, and I, I haven't went to work. So, if I use the insurance, it's not going to, like, have me pay? If, like... I, I don't know how, like, that works. Do you guys have money on that account or something like that?

Speaker speaker_1: Hm, no, nothing like that. Uh, I can tell you that it is currently showing as active right now, um, and it's active between now and November 10th based off of the... for just this week, at least.

Speaker speaker_2: Okay.

Speaker speaker_1: 'Cause it's a week-to-week insurance policy.

Speaker speaker_2: Got it.

Speaker speaker_1: Now, if you, now, if you need to use it and it's not active for whatever reason, you do have the option of calling us to make a payment out of pocket for the insurance premium that would have normally been deducted out of a paycheck, given that -

Speaker speaker_2: Oh, how much is that, by the way?

Speaker speaker_1: Uh, $54.09.

Speaker speaker_2: Got you, and I was also gonna say, um, would... I'd be able to go to, like, my personal doctor with this insurance or I have to see if he's in network?

Speaker speaker_1: You would have to see if he's in network. The network is MultiPlan, and you can check the network by going to their website, multiplan.com.

Speaker speaker_2: Multiplan.com. Got you. Um, I was also gonna ask, would I be able to... um, uh, would you be able to maybe possibly send me the insurance card itself?

Speaker speaker_1: Uh, yeah. One moment.

Speaker speaker_2: 'Cause I don't, I don't think I've received them yet.

Speaker speaker_1: Yeah. We can go ahead and send a copy of that medical card on over to you. Um, this email with the card will come from info@benefitsinacard.com.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. You should be getting this in a couple of minutes. Okay?

Speaker speaker_2: Sounds great. Thank you very much. And I also just had one last question, um. If I were to call my doctor, um, would he be able to tell me if he'd take the insurance if I give him the insurance, like, policy number or whatever it is?

Speaker speaker_1: I wouldn't be able to answer that because that's completely up to the doctor, not, not us.

Speaker speaker_2: Got you, got you. Sounds great then. Well, then, uh, thank you very much! Really appreciate you.

Speaker speaker_1: No problem. Thanks again for calling and have a good day.

Speaker speaker_2: You as well. Thank you.

Speaker speaker_1: You're welcome. Bye now.