

Transcript: Francesca

Baez-4579982758428672-5970613661646848

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hello. How are you, Francesca? Good. How are you today? I'm good. I'm calling because, um, I tried to log into my Benefits in a Card portal and it told me my account was disabled and to call this number. Which portal, ma'am? The one for your staffing company or the virtual healthcare? The virtual, I guess. Okay. What staffing company do you work with and what are the last four of your social? TRC Staffing, 0707. And what is your last name? J-A-N-N-E-H. Can you read the website address that you're trying to log in to? Yes. One second. Um, the website address is virtualcare.benefitsinacard.com. Can you please verify your mailing address and date of birth to make sure that I located the right account? 5385 Peachtree Dunwoody Road, Apartment 320, uh, Atlanta, GA, 30342. And the date of birth? 08/18/94. Uh, best contact 678-699-7097, same as the one you're calling on? Correct. Can I have your email down as your first name, last name, a team at gmail.com as well as first and last name at yahoo.com? Correct. Correct. Let's see. So your current medical preventative plan does come with Urgent Virtual Care and we did receive your payment for this week. What I'm going to have to do is send a ticket out to IT to take a look and see what's going on with your account specifically. Okay. What error message was the website giving you? Um, it was just saying that account was disabled and to reach out to this number, number service. And which email is the one that you use for the login for your virtual? The a team, carriannajanne18@gmail.com. All right. So I'll send this out to IT. It should take them roughly 24 to 48 hours to reply back to me. Once I have an answer from them, I'll give you a call back and let you know what their findings were. Okay. And also, do you know when, um, the card will be sent out to me? So the benefit cards are sent out Friday of the activation week. So your carrier sent all three of those benefit cards on last Friday, the 11th. It is going to take them roughly that per- sorry, not 11, 14, on Friday, Friday, 14. It is gonna take them roughly three to four weeks to get to you. Let's see, one, two, three, four. So if by March 17, you have not gotten the benefit cards physically sent to your home, give us a call back so that we can take a look into that issue. Okay. No problem. And then- So I would be able to... Would I be able to use, like if I wanted to go see a doctor today, would I be able to do that without my physical card? Um, yes, I was just about to go into that. So- Okay. ... I'll have to send a digital copy of your benefit cards to your email. I'm gonna need to put you on hold to see if they're available for me. Okay. As far as going to a doctor without a benefit card, it all depends on the office themselves. A lot of them are able to retrieve your insurance information based on your social and any form of ID like a passport or your driver license. But let me take a look and see if those benefit cards are ready. That way, you can have at least a digital version while you wait for the hard copies to get to you. Okay. No problem. Thank you. All right. I'll be right back. It shouldn't take me more than three to four minutes to get back to you, okay? Okay. No

problem. Thank you. All right. Thank you. Of course, please hold. I'll be right back. Okay. All right. Thank you so much for holding. So I have sent to both of the emails on file just in case, two PDF files from our office email, which is info@benefitsinacard. Okay. One of them is gonna medical preventative, as well as your vision card, and then the other one is for your dental. Okay. Thank you so much. Of course. And then just keep in mind your medical does have a network requirement. The information for the company that will have that list for you is also on that email, along with their website as well. Okay. No problem. Thank you so much. Of course. It was my pleasure. I hope you have a wonderful rest of your day. And I'll reach back out to you- You as well. ... with the answer back in regards to that virtual issue for the- Thank you. Of course. Have a wonderful rest of your day. You as well.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hello. How are you, Francesca?

Speaker speaker_0: Good. How are you today?

Speaker speaker_1: I'm good. I'm calling because, um, I tried to log into my Benefits in a Card portal and it told me my account was disabled and to call this number.

Speaker speaker_0: Which portal, ma'am? The one for your staffing company or the virtual healthcare?

Speaker speaker_1: The virtual, I guess.

Speaker speaker_0: Okay. What staffing company do you work with and what are the last four of your social?

Speaker speaker_1: TRC Staffing, 0707.

Speaker speaker_0: And what is your last name?

Speaker speaker_1: J-A-N-N-E-H.

Speaker speaker_0: Can you read the website address that you're trying to log in to?

Speaker speaker_1: Yes. One second. Um, the website address is virtualcare.benefitsinacard.com.

Speaker speaker_0: Can you please verify your mailing address and date of birth to make sure that I located the right account?

Speaker speaker_1: 5385 Peachtree Dunwoody Road, Apartment 320, uh, Atlanta, GA, 30342.

Speaker speaker_0: And the date of birth?

Speaker speaker_1: 08/18/94.

Speaker speaker_0: Uh, best contact 678-699-7097, same as the one you're calling on?

Speaker speaker_1: Correct.

Speaker speaker_0: Can I have your email down as your first name, last name, a team at gmail.com as well as first and last name at yahoo.com?

Speaker speaker_1: Correct. Correct.

Speaker speaker_0: Let's see. So your current medical preventative plan does come with Urgent Virtual Care and we did receive your payment for this week. What I'm going to have to do is send a ticket out to IT to take a look and see what's going on with your account specifically.

Speaker speaker_1: Okay.

Speaker speaker_0: What error message was the website giving you?

Speaker speaker_1: Um, it was just saying that account was disabled and to reach out to this number, number service.

Speaker speaker_0: And which email is the one that you use for the login for your virtual?

Speaker speaker_1: The a team, carriannajanne18@gmail.com.

Speaker speaker_0: All right. So I'll send this out to IT. It should take them roughly 24 to 48 hours to reply back to me. Once I have an answer from them, I'll give you a call back and let you know what their findings were.

Speaker speaker_1: Okay. And also, do you know when, um, the card will be sent out to me?

Speaker speaker_0: So the benefit cards are sent out Friday of the activation week. So your carrier sent all three of those benefit cards on last Friday, the 11th. It is going to take them roughly that per- sorry, not 11, 14, on Friday, Friday, 14. It is gonna take them roughly three to four weeks to get to you. Let's see, one, two, three, four. So if by March 17, you have not gotten the benefit cards physically sent to your home, give us a call back so that we can take a look into that issue.

Speaker speaker_1: Okay. No problem.

Speaker speaker_0: And then-

Speaker speaker_1: So I would be able to... Would I be able to use, like if I wanted to go see a doctor today, would I be able to do that without my physical card?

Speaker speaker_0: Um, yes, I was just about to go into that. So-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I'll have to send a digital copy of your benefit cards to your email. I'm gonna need to put you on hold to see if they're available for me.

Speaker speaker_1: Okay.

Speaker speaker_0: As far as going to a doctor without a benefit card, it all depends on the office themselves. A lot of them are able to retrieve your insurance information based on your social and any form of ID like a passport or your driver license. But let me take a look and see if those benefit cards are ready. That way, you can have at least a digital version while you wait for the hard copies to get to you.

Speaker speaker_1: Okay. No problem. Thank you.

Speaker speaker_0: All right. I'll be right back. It shouldn't take me more than three to four minutes to get back to you, okay?

Speaker speaker_1: Okay. No problem. Thank you.

Speaker speaker_0: All right. Thank you. Of course, please hold. I'll be right back.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Thank you so much for holding. So I have sent to both of the emails on file just in case, two PDF files from our office email, which is info@benefitsinacard.

Speaker speaker_1: Okay.

Speaker speaker_0: One of them is gonna medical preventative, as well as your vision card, and then the other one is for your dental.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: Of course. And then just keep in mind your medical does have a network requirement. The information for the company that will have that list for you is also on that email, along with their website as well.

Speaker speaker_1: Okay. No problem. Thank you so much.

Speaker speaker_0: Of course. It was my pleasure. I hope you have a wonderful rest of your day. And I'll reach back out to you-

Speaker speaker_1: You as well.

Speaker speaker_0: ... with the answer back in regards to that virtual issue for the-

Speaker speaker_1: Thank you.

Speaker speaker_0: Of course. Have a wonderful rest of your day.

Speaker speaker_1: You as well.