

Transcript: Francesca

Baez-5445239233626112-6022073927122944

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Uh, yes, ma'am. Um, I was trying to, uh, get everything situated on my Benefits in a Card. Uh, and I don't know how I did it, but I was trying to add my wife as a, uh, um... Uh, I was trying to add her on to my policy and somehow I put her on the head of my policy. So I'm gonna send you that. I'll have to take a look, sir, 'cause these benefits- Yeah. ... do not work like that. The paycheck to- I know. The payment for them to be activated is from your paycheck, so the only person that can actually be the head of the policy is you 'cause your name is the one on the check. Oh, well, I don't know how it... I don't know what I did. Let's take a look. I do want to clarify, you don't have benefits of Benefits in a Card. We only administer them. You have benefits through your staffing company. Okay. And which staffing com- I don't have benefits for my wife? No, sir. I'm saying the coverage that you're currently having, the benefits, they're not offered- Uh-huh. ... to you by Benefits in a Card. They are also not services from Benefits in a Card. We don't own any of these brands. Oh, okay. We only administer- Okay. ... them for your staffing company. Okay. What staffing company do you work with? Surge. What are the last four of your Social? 8205. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Yeah. Um, Michael Eakins, E-A-K-I-N-S. My address is 3883 Kayla Ct., Horton, Indiana, 47112. And my birthday is 12/4/64. We have best contact 812-736-3538. Correct. And we have your email down as mike.grenton2001@gmail.com. Yes. And in your address, after Kayla Ct., there is the initials NE. Are they supposed- Yeah. ... to be there? Yeah, Northeast. All right. Mr. Akins, what website were you using that you made those changes in? Uh, right off of the, uh, information that you guys sent me. I'm trying to log in right now on my com- on my computer and I'm not being able to log in. Okay. Can you read the website to me? 'Cause per the last email that was sent to you from our office, it was regarding your benefit cards. So there was a total of two links in there, the Benefits in a Card website, along- Oh. ... with the MultiPlan website. Do you remember which of those two you were in? I made that's the wrong one. I... Ah. Let me see. Um. Were you on your cell phone or on a computer? My cell phone. It says- Are you- ... "Activate your account today." That's what it says. Oh. By any- Um. ... chance, when you go in there, does it say anything about virtual services? No. Okay. Okay. Oh, wait a minute. The address for the email says, "no-reply-virtualcare@benefitsinacard.com." There we go. So I believe, based on that information, that the website you were on that you made those changes was your virtual benefits. 'Cause the medical plan you have for yourself as well as your spouse does come with an urgent care virtual package. I believe during your activation of your virtual account, that could be where you were switching around that it made it so you put yourself as the head of the policy maybe. Could be. Oh my gosh. Okay, can you help me get changed? Um, right now I am on <https://clientportal.benefitsinacard.com/login> and I'm not being

able to log in. One more time, what is that website? Um, <https://clientportal.benefitsinacard.com/bicuat/login/login?returnurl=percentage:2fbicuat>. Let me put it this way, what, what website am I supposed to be at? Oh. It depends on what you're trying to do. Oh. I believe the website you're currently on is the one that you would initially be on when you're trying to enroll into the coverage with your staffing company. All right. But as far as getting the moves that you were doing and the changes that you were doing on our virtual care website, I will have to get- Okay. ... you with the urgent care virtual department. Okay. ... for them to take a look into on their end, 'cause I only have access to seeing the changes that you made to the policy, so we'll search- Okay. ... stopping at the moment. Okay. The virtual department- Okay. ... is a separate department. Do you want me to give you their number before I get you there? Uh, yes. Go ahead. Okay. Let me know when you're ready. I'm ready. It'll be 469-795-8479. Uh-huh. Hang on. No, see, give it to me again. 479... It's actually- And- ... 469. Oh, I'm sorry. It's okay. 469- 795- 795. 8479. Okay. All right. Um, and then I did want to, just in the event that they did not advise you of this previously when you called us. Mm-hmm. The carrier for your medical plan, as well as for your life insurance, is American Public Life. So when you're making appointments, if they ask who your insurance is with, it will be American Public Life. That's the carrier. American, American Public? Life. Life. They also go by the acronym APL as well. Okay. And that's who the... my, uh, life insurance is with. As well as your medical. Yes, sir. So both of your current plans- Okay. ... are with that carrier. They're the owners of those plans. Okay. All right. And then let me go ahead and get you transferred over to virtual. Okay. Hopefully the changes you made don't have any negative effect. I don't think they would. Um, and if anything- Good. ... hopefully they're able to fix them. Okay. Thank you. Of course. Bear with me one moment while I get you transferred over. Okay.

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: Uh, yes, ma'am. Um, I was trying to, uh, get everything situated on my Benefits in a Card. Uh, and I don't know how I did it, but I was trying to add my wife as a, uh, um... Uh, I was trying to add her on to my policy and somehow I put her on the head of my policy. So I'm gonna send you that.

Speaker speaker_0: I'll have to take a look, sir, 'cause these benefits-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... do not work like that. The paycheck to-

Speaker speaker_1: I know.

Speaker speaker_0: The payment for them to be activated is from your paycheck, so the only person that can actually be the head of the policy is you 'cause your name is the one on the check.

Speaker speaker_1: Oh, well, I don't know how it... I don't know what I did.

Speaker speaker_0: Let's take a look. I do want to clarify, you don't have benefits of Benefits in a Card. We only administer them. You have benefits through your staffing company.

Speaker speaker_1: Okay.

Speaker speaker_0: And which staffing com-

Speaker speaker_1: I don't have benefits for my wife?

Speaker speaker_0: No, sir. I'm saying the coverage that you're currently having, the benefits, they're not offered-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... to you by Benefits in a Card. They are also not services from Benefits in a Card. We don't own any of these brands.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: We only administer-

Speaker speaker_1: Okay.

Speaker speaker_0: ... them for your staffing company.

Speaker speaker_1: Okay.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Surge.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: 8205.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: Yeah. Um, Michael Eakins, E-A-K-I-N-S. My address is 3883 Kayla Ct., Horton, Indiana, 47112. And my birthday is 12/4/64.

Speaker speaker_0: We have best contact 812-736-3538.

Speaker speaker_1: Correct.

Speaker speaker_0: And we have your email down as mike.grenton2001@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: And in your address, after Kayla Ct., there is the initials NE. Are they supposed-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... to be there?

Speaker speaker_1: Yeah, Northeast.

Speaker speaker_0: All right. Mr. Akins, what website were you using that you made those changes in?

Speaker speaker_1: Uh, right off of the, uh, information that you guys sent me. I'm trying to log in right now on my com- on my computer and I'm not being able to log in.

Speaker speaker_0: Okay. Can you read the website to me? 'Cause per the last email that was sent to you from our office, it was regarding your benefit cards. So there was a total of two links in there, the Benefits in a Card website, along-

Speaker speaker_1: Oh.

Speaker speaker_0: ... with the MultiPlan website. Do you remember which of those two you were in?

Speaker speaker_1: I made that's the wrong one. I... Ah. Let me see. Um.

Speaker speaker_0: Were you on your cell phone or on a computer?

Speaker speaker_1: My cell phone. It says-

Speaker speaker_0: Are you-

Speaker speaker_1: ... "Activate your account today." That's what it says.

Speaker speaker_0: Oh. By any-

Speaker speaker_1: Um.

Speaker speaker_0: ... chance, when you go in there, does it say anything about virtual services?

Speaker speaker_1: No.

Speaker speaker_0: Okay. Okay.

Speaker speaker_1: Oh, wait a minute. The address for the email says, "no-reply-virtualcare@benefitsinacard.com."

Speaker speaker_0: There we go. So I believe, based on that information, that the website you were on that you made those changes was your virtual benefits. 'Cause the medical plan you have for yourself as well as your spouse does come with an urgent care virtual package. I believe during your activation of your virtual account, that could be where you were switching around that it made it so you put yourself as the head of the policy maybe.

Speaker speaker_1: Could be. Oh my gosh. Okay, can you help me get changed? Um, right now I am on <https://clientportal.benefitsinacard.com/login> and I'm not being able to log in.

Speaker speaker_0: One more time, what is that website?

Speaker speaker_1: Um,
<https://clientportal.benefitsinacard.com/bicuat/login/login?returnurl=percentage:2fbicuat>. Let me put it this way, what, what website am I supposed to be at?

Speaker speaker_0: Oh. It depends on what you're trying to do.

Speaker speaker_1: Oh.

Speaker speaker_0: I believe the website you're currently on is the one that you would initially be on when you're trying to enroll into the coverage with your staffing company.

Speaker speaker_1: All right.

Speaker speaker_0: But as far as getting the moves that you were doing and the changes that you were doing on our virtual care website, I will have to get-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you with the urgent care virtual department.

Speaker speaker_2: Okay.

Speaker speaker_0: ... for them to take a look into on their end, 'cause I only have access to seeing the changes that you made to the policy, so we'll search-

Speaker speaker_3: Okay.

Speaker speaker_0: ... stopping at the moment.

Speaker speaker_3: Okay.

Speaker speaker_0: The virtual department-

Speaker speaker_3: Okay.

Speaker speaker_0: ... is a separate department. Do you want me to give you their number before I get you there?

Speaker speaker_3: Uh, yes. Go ahead.

Speaker speaker_0: Okay. Let me know when you're ready.

Speaker speaker_3: I'm ready.

Speaker speaker_0: It'll be 469-795-8479.

Speaker speaker_3: Uh-huh. Hang on. No, see, give it to me again. 479...

Speaker speaker_0: It's actually-

Speaker speaker_3: And-

Speaker speaker_0: ... 469.

Speaker speaker_3: Oh, I'm sorry.

Speaker speaker_0: It's okay.

Speaker speaker_3: 469-

Speaker speaker_0: 795-

Speaker speaker_3: 795.

Speaker speaker_0: 8479.

Speaker speaker_3: Okay.

Speaker speaker_0: All right. Um, and then I did want to, just in the event that they did not advise you of this previously when you called us.

Speaker speaker_3: Mm-hmm.

Speaker speaker_0: The carrier for your medical plan, as well as for your life insurance, is American Public Life. So when you're making appointments, if they ask who your insurance is with, it will be American Public Life. That's the carrier.

Speaker speaker_3: American, American Public?

Speaker speaker_0: Life.

Speaker speaker_3: Life.

Speaker speaker_0: They also go by the acronym APL as well.

Speaker speaker_3: Okay. And that's who the... my, uh, life insurance is with.

Speaker speaker_0: As well as your medical. Yes, sir. So both of your current plans-

Speaker speaker_3: Okay.

Speaker speaker_0: ... are with that carrier. They're the owners of those plans.

Speaker speaker_3: Okay.

Speaker speaker_0: All right. And then let me go ahead and get you transferred over to virtual.

Speaker speaker_3: Okay.

Speaker speaker_0: Hopefully the changes you made don't have any negative effect. I don't think they would. Um, and if anything-

Speaker speaker_3: Good.

Speaker speaker_0: ... hopefully they're able to fix them.

Speaker speaker_3: Okay. Thank you.

Speaker speaker_0: Of course. Bear with me one moment while I get you transferred over.

Speaker speaker_3: Okay.