

## Transcript: Francesca

**Baez-5926490194100224-5381857537998848**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? I'm sorry, am I... I got a human, not a recording. Thank you. Uh, my name's Gary Anderson. Yes, sir. How can I help you? Okay, I'm having some kind of problem setting up everything online. It kee- keeps telling me to call this number, so I don't know what to tell you other than that. Setting what online, sir? I'm sorry? Setting what online, sir? Can you be more specific so that I can assist you, please? Um, no, 'cause I'm not in front of my computer right now. I just have email to look at. Can you look up by, based on my social? So Mr. Anderson, I want to make sure that I can assist you efficiently. Before I can assist you efficiently, I will need to know what was the issue that you had that you were unable to complete. I need to know what it was that you were trying to do. You don't necessarily have to look at your computer in order to know that. Okay. I just want to know what you were trying to set up. I was trying to set... Right, I understand. Okay, so I'm a new client. I was trying to set up... I got the email, clicked their link just trying to set up online and it said, "There's a problem. Call this number." Okay, Mr. Anderson, once again- I'm in client- ... you're being a little bit vague. I need to know what it is that you were trying to set up. For example, if it helps better to provide me the information, if you're trying to set up services in the hen- in the sense that you're trying to enroll into home medical coverage, if you were trying to set up your PreX membership online, if you were trying to set up the virtual care website account, I just need more information to know what- Probably my membership online. For which one? So- Probably my membership online. For which one? For the virtual or the PreX? Hang on. I'm trying to look at what the email I got from you guys that links me there. Um, all right, sorry, I, I... Okay, wait. Virtella Benefits. Um, 2020. Yeah, um, all I can tell you is that, um, I started the, I started my benefits in early December through my temp agency employer, Cara Staffing, which is now Virtella and they've been taking the payments out of my, um, checks. And then some time after I set up, I get an email from Benefits in a Card saying, uh, "Please find your..." No. Sticker. Um, you know, "Go to this link and set up your account." So that's what I tried to do. Can you please read out the link, sir- On the, on the- ... I'm still lost as to what it was you were trying to set up. Okay, I'll just have to call you back later. Goodbye. It's okay, sir. If you read the link to me, I'll be able to figure out what type of account you were trying to set up. 'Cause like I said, I'm not trying to be difficult- Well, I- ... so I apologize if it comes off that way. There are just about three different things that when you're enrolled into actual insurance with your staffing company, you can go into three different websites to set up. That's the reason why I'm so stern on knowing what it was that you were trying to set up so that I can help you with that. Right, I'm trying to find that email on my phone and I assume I got it from Benefits in a Card, but it might have come through Cara Staffing, so I'm trying to look at- Okay. ... dates, 12/3. Let me just get this. Just one moment,

know I did it. Okay, I'm just gonna have to try to call when I get, when I have more information, um, when I try to click some link online, because I'm looking at my email from either directly from you guys or through Cara Staffing and I don't know... Terms. Does it have any logos at the end of the email? Okay, here we go. There's, um... Here we go. Uh, new benefit announcement, activate your benefits in a card account. So in this email, it has activate your account today. I'm on my phone right now, so it's not like my computer, but I don't think my computer was the problem. Okay, and then I- Wait. ... click on that, it says, "Sorry, there was an error." Sorry? No, sir. I was going to ask, is there- Well, yeah, I'm, I'm... I think we have a delay and that's the problem, sorry. No, that's okay. I was also going to ask- So I'm having- ... is there... Go ahead. We have a delay, I'm sorry. Um, I just clicked a link that says activate your account today and that's when I go to virtual care benefits in a card dot com or whatever it is and then just, "Sorry, there was an error" and contact member services and that's all I know. Okay. Have you tried to manually type in the name of the website and then hit go to see if it will process through that way? Sometimes that could be an issue with the link itself. It doesn't... Y-... It's a, it's a, it's a button. It's not, excuse me, it's not a, uh, it's not a written out website. In other words, I have no address to type in. It just says, "Activate your account today," hit the green button of the email, that's green on my phone. Um, "Once your account is activated..." So that's what I'm trying to do is activate my account. Do you... Can you bring me up to see that I have record with you, that I have entered this with you? Sure thing, sir. And we can read it that far. What are the last four of the social? Uh, 9275. Please r- refer the mailing address and date of birth. Uh, mailing address, 1034 Southwest, uh, Curry Street, Portland, Oregon 97229. Birth date is 04/28/1961. We have your phone number down as 323-514-8528. Exactly. We have your email down as scribe61@gmail.com as well as short byry1@gmail.com. Um, scribe61@gmail is correct. What is the other one? S-T-O-T-B-Y-R-Y1@gmail.com. Oh, shot.by.ry, yes, that's correct. Yes. Sir, the button that you're clicking on that message is the link itself. You read out for me that the website is benefitsinacardvirtualcare.com, that's what I'm asking you to manually type in into your search bar to see if the issue is that button, which is a link. Okay. Well, uh, it's up in the address window on my, on my phone and I don't think... There it is. All it brings me to is HT-HTTPS://virtualcare.benefitsinacard.com/bic error 1. Okay. Please delete all that- So whatever the link is in the email. Sorry? Simply hit delete all that and manually put in there benefitsinacardvirtualcare.com to see if the issue is the email itself. Okay. The reason why I'm asking you to do that is because I am accessing this from my side, so I wanted to check if the issue is the email that you receive has a link, which is the reason why when you click that button that's on your email, it takes you to a website. Right, I gotcha. Okay. So I went to benefitsinacard.com and I'm looking at that. Further down it has a Reach Out Today button. So it's still giving you the same issue? No. I mean, I'm, I'm at the benefitinacard.com website. It's got nothing to do with, um, benefits or anything. I typed in the address you told me to type in. It just has, it's your homepage. Okay, let's try this the other way around then. Put in there virtualcare.benefitsinacard.com. So the one on your, your staffing company's benefit guide is different than the one that I provided. It will be the one that I just gave you which is virtualcare.benefitsinacard.com. Okay. Uh, so the window comes up, you're right, uh, BenefitsInACard. So it gives me my email. Now, since I don't have a password, um, now I'm gonna make one up here. Have you used your virtual care before at some point last year? No. Okay. No, I just started- You're not gonna sign in. You're gonna hit Not Active Yet. Oh, okay.

There we go. And then the last name, date of birth and zip code that it's gonna ask you for is so that they can look you up- Uh-huh. ... in the system. Okay. So this is what the link was supposed to take me to? That is correct. Yes, sir. So the reason when you received that email is 'cause your benefits themselves had started back in December 23rd. During that week- Yeah. ... that your benefits started, we were with a different virtual carrier. And then as of December 30th, we switched over. Most of the members didn't get it right away during that week. We're still in this week, um, which you yourself are one of them, are still sending out those emails so that the members that have yet to go into the new virtual care website are aware that there is a new one that they can use, 'cause the old one will no longer be used. It won't be effective. All right. Okay. So I'm typing this in so hang on if you hear something bad... And then if it does give you an issue, once you hit next after putting your date of birth, last name and zip code, let me know if it does give you an error message. It did now. It, it says they're gonna send me an activation to my email. So I gotta wait for that. Mm-hmm. That might be a few minutes, but I gotta get back to work. I think you've solved my problem- Okay. ... though. Thank you. Of course. So if you do run into any- Um, yeah, this is all... All I needed to do is activate this. Okay. Um, so in the unlikely event, God forbid, that does not happen, um, if you do run into another issue, we are open til 8:00 PM Eastern Time, so you're more- Eastern Time? ... than welcome to deal with a call. Mm-hmm. I'm on the West Coast, so I was trying... Oh. Okay. Thanks again for your help. I gotta go. Appreciate it. Of course. Thank you for your time and your patience. Have a good one. Bye. 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. My name is Francesca. How can I assist you today?

Speaker speaker\_2: I'm sorry, am I... I got a human, not a recording. Thank you. Uh, my name's Gary Anderson.

Speaker speaker\_1: Yes, sir. How can I help you?

Speaker speaker\_2: Okay, I'm having some kind of problem setting up everything online. It keeps telling me to call this number, so I don't know what to tell you other than that.

Speaker speaker\_1: Setting what online, sir?

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: Setting what online, sir? Can you be more specific so that I can assist you, please?

Speaker speaker\_2: Um, no, 'cause I'm not in front of my computer right now. I just have email to look at. Can you look up by, based on my social?

Speaker speaker\_1: So Mr. Anderson, I want to make sure that I can assist you efficiently. Before I can assist you efficiently, I will need to know what was the issue that you had that you

were unable to complete. I need to know what it was that you were trying to do. You don't necessarily have to look at your computer in order to know that.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I just want to know what you were trying to set up.

Speaker speaker\_2: I was trying to set... Right, I understand. Okay, so I'm a new client. I was trying to set up... I got the email, clicked their link just trying to set up online and it said, "There's a problem. Call this number."

Speaker speaker\_1: Okay, Mr. Anderson, once again-

Speaker speaker\_2: I'm in client-

Speaker speaker\_1: ... you're being a little bit vague. I need to know what it is that you were trying to set up. For example, if it helps better to provide me the information, if you're trying to set up services in the hen- in the sense that you're trying to enroll into home medical coverage, if you were trying to set up your PreX membership online, if you were trying to set up the virtual care website account, I just need more information to know what-

Speaker speaker\_2: Probably my membership online.

Speaker speaker\_1: For which one? So-

Speaker speaker\_2: Probably my membership online.

Speaker speaker\_1: For which one? For the virtual or the PreX?

Speaker speaker\_2: Hang on. I'm trying to look at what the email I got from you guys that links me there. Um, all right, sorry, I, I... Okay, wait. Virtella Benefits. Um, 2020. Yeah, um, all I can tell you is that, um, I started the, I started my benefits in early December through my temp agency employer, Cara Staffing, which is now Virtella and they've been taking the payments out of my, um, checks. And then some time after I set up, I get an email from Benefits in a Card saying, uh, "Please find your..." No. Sticker. Um, you know, "Go to this link and set up your account." So that's what I tried to do.

Speaker speaker\_1: Can you please read out the link, sir-

Speaker speaker\_2: On the, on the-

Speaker speaker\_1: ... I'm still lost as to what it was you were trying to set up.

Speaker speaker\_2: Okay, I'll just have to call you back later. Goodbye.

Speaker speaker\_1: It's okay, sir. If you read the link to me, I'll be able to figure out what type of account you were trying to set up. 'Cause like I said, I'm not trying to be difficult-

Speaker speaker\_2: Well, I-

Speaker speaker\_1: ... so I apologize if it comes off that way. There are just about three different things that when you're enrolled into actual insurance with your staffing company, you can go into three different websites to set up. That's the reason why I'm so stern on

knowing what it was that you were trying to set up so that I can help you with that.

Speaker speaker\_2: Right, I'm trying to find that email on my phone and I assume I got it from Benefits in a Card, but it might have come through Cara Staffing, so I'm trying to look at-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... dates, 12/3. Let me just get this. Just one moment, know I did it. Okay, I'm just gonna have to try to call when I get, when I have more information, um, when I try to click some link online, because I'm looking at my email from either directly from you guys or through Cara Staffing and I don't know... Terms.

Speaker speaker\_1: Does it have any logos at the end of the email?

Speaker speaker\_2: Okay, here we go. There's, um... Here we go. Uh, new benefit announcement, activate your benefits in a card account. So in this email, it has activate your account today. I'm on my phone right now, so it's not like my computer, but I don't think my computer was the problem. Okay, and then I-

Speaker speaker\_1: Wait.

Speaker speaker\_2: ... click on that, it says, "Sorry, there was an error." Sorry?

Speaker speaker\_1: No, sir. I was going to ask, is there-

Speaker speaker\_2: Well, yeah, I'm, I'm... I think we have a delay and that's the problem, sorry.

Speaker speaker\_1: No, that's okay. I was also going to ask-

Speaker speaker\_2: So I'm having-

Speaker speaker\_1: ... is there... Go ahead.

Speaker speaker\_2: We have a delay, I'm sorry. Um, I just clicked a link that says activate your account today and that's when I go to virtual care benefits in a card dot com or whatever it is and then just, "Sorry, there was an error" and contact member services and that's all I know.

Speaker speaker\_1: Okay. Have you tried to manually type in the name of the website and then hit go to see if it will process through that way? Sometimes that could be an issue with the link itself.

Speaker speaker\_2: It doesn't... Y-... It's a, it's a, it's a button. It's not, excuse me, it's not a, uh, it's not a written out website. In other words, I have no address to type in. It just says, "Activate your account today," hit the green button of the email, that's green on my phone. Um, "Once your account is activated..." So that's what I'm trying to do is activate my account. Do you... Can you bring me up to see that I have record with you, that I have entered this with you?

Speaker speaker\_1: Sure thing, sir.

Speaker speaker\_2: And we can read it that far.

Speaker speaker\_1: What are the last four of the social?

Speaker speaker\_2: Uh, 9275.

Speaker speaker\_1: Please r- refer the mailing address and date of birth.

Speaker speaker\_2: Uh, mailing address, 1034 Southwest, uh, Curry Street, Portland, Oregon 97229. Birth date is 04/28/1961.

Speaker speaker\_1: We have your phone number down as 323-514-8528.

Speaker speaker\_2: Exactly.

Speaker speaker\_1: We have your email down as scribe61@gmail.com as well as short byry1@gmail.com.

Speaker speaker\_2: Um, scribe61@gmail is correct. What is the other one?

Speaker speaker\_1: S-T-O-T-B-Y-R-Y1@gmail.com.

Speaker speaker\_2: Oh, shot.by.ry, yes, that's correct. Yes.

Speaker speaker\_1: Sir, the button that you're clicking on that message is the link itself. You read out for me that the website is benefitsinacardvirtualcare.com, that's what I'm asking you to manually type in into your search bar to see if the issue is that button, which is a link.

Speaker speaker\_2: Okay. Well, uh, it's up in the address window on my, on my phone and I don't think... There it is. All it brings me to is HT- HTTPS://virtualcare.benefitsinacard.com/bic error 1.

Speaker speaker\_1: Okay. Please delete all that-

Speaker speaker\_2: So whatever the link is in the email. Sorry?

Speaker speaker\_1: Simply hit delete all that and manually put in there benefitsinacardvirtualcare.com to see if the issue is the email itself.

Speaker speaker\_2: Okay.

Speaker speaker\_1: The reason why I'm asking you to do that is because I am accessing this from my side, so I wanted to check if the issue is the email that you receive has a link, which is the reason why when you click that button that's on your email, it takes you to a website.

Speaker speaker\_2: Right, I gotcha. Okay. So I went to benefitsinacard.com and I'm looking at that. Further down it has a Reach Out Today button.

Speaker speaker\_1: So it's still giving you the same issue?

Speaker speaker\_2: No. I mean, I'm, I'm at the benefitinacard.com website. It's got nothing to do with, um, benefits or anything. I typed in the address you told me to type in. It just has, it's your homepage.

Speaker speaker\_1: Okay, let's try this the other way around then. Put in there virtualcare.benefitsinacard.com. So the one on your, your staffing company's benefit guide is different than the one that I provided. It will be the one that I just gave you which is virtualcare.benefitsinacard.com.

Speaker speaker\_2: Okay. Uh, so the window comes up, you're right, uh, BenefitsInACard. So it gives me my email. Now, since I don't have a password, um, now I'm gonna make one up here.

Speaker speaker\_1: Have you used your virtual care before at some point last year?

Speaker speaker\_2: No.

Speaker speaker\_1: Okay.

Speaker speaker\_2: No, I just started-

Speaker speaker\_1: You're not gonna sign in. You're gonna hit Not Active Yet.

Speaker speaker\_2: Oh, okay. There we go.

Speaker speaker\_1: And then the last name, date of birth and zip code that it's gonna ask you for is so that they can look you up-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... in the system.

Speaker speaker\_2: Okay. So this is what the link was supposed to take me to?

Speaker speaker\_1: That is correct. Yes, sir. So the reason when you received that email is 'cause your benefits themselves had started back in December 23rd. During that week-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... that your benefits started, we were with a different virtual carrier. And then as of December 30th, we switched over. Most of the members didn't get it right away during that week. We're still in this week, um, which you yourself are one of them, are still sending out those emails so that the members that have yet to go into the new virtual care website are aware that there is a new one that they can use, 'cause the old one will no longer be used. It won't be effective.

Speaker speaker\_2: All right. Okay. So I'm typing this in so hang on if you hear something bad...

Speaker speaker\_1: And then if it does give you an issue, once you hit next after putting your date of birth, last name and zip code, let me know if it does give you an error message.

Speaker speaker\_2: It did now. It, it says they're gonna send me an activation to my email. So I gotta wait for that.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: That might be a few minutes, but I gotta get back to work. I think you've solved my problem-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... though. Thank you.

Speaker speaker\_1: Of course. So if you do run into any-

Speaker speaker\_2: Um, yeah, this is all... All I needed to do is activate this.

Speaker speaker\_1: Okay. Um, so in the unlikely event, God forbid, that does not happen, um, if you do run into another issue, we are open til 8:00 PM Eastern Time, so you're more-

Speaker speaker\_2: Eastern Time?

Speaker speaker\_1: ... than welcome to deal with a call. Mm-hmm.

Speaker speaker\_2: I'm on the West Coast, so I was trying...

Speaker speaker\_1: Oh.

Speaker speaker\_2: Okay. Thanks again for your help. I gotta go. Appreciate it.

Speaker speaker\_1: Of course. Thank you for your time and your patience. Have a good one.

Speaker speaker\_2: Bye. Bye now.