

## Transcript: Francesca

**Baez-5987979358420992-6355430252265472**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yeah. Uh, this is Rosa Buchanan. Uh, I got an email here. Uh, we sign up for, uh, insurance last week. So, what I'm gonna... I- you guys not send me an, a card? It's just only an email? So ma'am a card would inquire that you would have insurance. The email is advising you that you're eligible for insurance. You have to enroll before you can have your benefit card. Ah, so I'm gonna activate this one first? No, ma'am. If you received an email informing you that you're eligible for enrollment, it means you have to enroll first. Uh, the, uh, the email it said that, "Activate your account today." I'm sorry, you said that the email that you received said- Uh, "Benefits in Card." ... ac- And, and, uh, "Welcome to Benefits in Card. As a member you, you now have round the clock access to U.S. based licensed providers for phone and video consultant, consultation. To get started..." So it said, "Activate your account." So I need to activate now? I think the best that I can do is look at your account, ma'am, since I don't have access to the email. What staffing company do you work with? Uh, I'm Rosa Buchanan, so my email is rb\_... No, ma'am. What staffing company do you work with? Sorry, DHTC. DHTC Force Program. And what are the last four of your social? Uh, 1777. Okay. To make sure that I located the right account, can you verify your date of birth for me and your mailing address? Uh, October 18, 1977. Address, 3701 Victory Way, Falls City, Nebraska, 68355. I have a fax contact number as 636-233-2102. Yeah. Correct. And I have your email down as rb\_bytes26@Yahoo.com. That's correct. Okay. Let's see. I do see here that you're have an enrollment being processed for dental and for medical preventative. Oh, okay. I see. So based on the status of your account, the reason why you received that email is 'cause your coverage become effective this Monday, the 17th. So you don't have to activate the benefits. They're already active. Okay. I believe what that email is trying to advise you is to make an online account so that you can use the virtual urgent care plan that comes with your medical preventative plan. Is there anywhere in that email where the website virtualcare.benefitsinacard.com is? Do you see it anywhere in the email? Oh, it's... No, it's just only after that message, it only, "Activate your account today." That's it. So I'm just wondering why I need to activate it and I got no, so what I'm gonna do? Is there anywhere that says click here to activate it or anything like that? Uh, uh, and, uh, below that is, "Once your account is activated, you will have access to manage your personal health records, consult with a provider and so much more." And that's it. "If you have any question, please call this number." So... The only thing that I can guess may be what that email is about is your virtual urgent care s- services that comes with that medical preventative care plan. Aside from that, I really can't think of anything else that could be related to an email saying those words. All right. Have you tried to activate the virtual urgent care s- services? I click but I'm stopped because it's, uh, uh, I make an account and why I shouldn't make an account. So, the, really the

subject for the email is, "New Benefit Announcement. Activate Your Benefits in Card Account." That's the, uh, subject for this email. Virtual, yeah. There is non-reply virtual. There you go, ma'am. Virtual- So they're just informing you to activate your virtual urgent care services. That's what the email's in regards to. Okay. So, so I'm gonna activate this and make an account? Yes, ma'am, for the virtual services only. Okay. So sh- so this, this insurance, I'm gonna have and receive a, a card for? For that service, no, ma'am. That's virtual only. The card that you would be receiving would be sent out tomorrow, since tomorrow will be Friday of the activation payment. That's when your carriers are gonna send out that medical and dental card. Yeah. The longest it should take tomorrow to get to you will be three to four weeks, but it can get there at any time within those three to four weeks. So just be on the lookout for it. Ah, so just only a paper? Okay. It's okay. I'm gonna activate this one. Uh, I'm gonna hit now the activate, so it goes... Yeah. I have to, it was create a password. Okay. Okay. So aside from figuring out what that email was in regards to, was there anything else we can assist you with today? Uh, that's it. I'm just gonna be... Do this one. Activate. Uh, okay. Uh-huh. So I'm gonna have a... After this one, I, I, I have, uh, a mail from my physical mailbox, right? Excuse me? After this, I, I got an email or a, a mail from... So e- email from you guys after I activate this? Unfortunately, I wouldn't be able to answer that, ma'am, as I only take care of the customer service side. Okay. I'm not going to get- I'm not sure what the next... Okay. I'm not sure what the next steps will be. I will suggest following the steps as they show up while you're processing your registration for the virtual services. Okay. Thank you. Of course. Is there anything else I can help you with today? No, that's it. All right. I hope you have a wonderful rest of your day. Thank you for your time today. Yes, thank you. Bye-bye.

## 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: Yeah. Uh, this is Rosa Buchanan. Uh, I got an email here. Uh, we sign up for, uh, insurance last week. So, what I'm gonna... I- you guys not send me an, a card? It's just only an email?

Speaker speaker\_0: So ma'am a card would inquire that you would have insurance. The email is advising you that you're eligible for insurance. You have to enroll before you can have your benefit card.

Speaker speaker\_1: Ah, so I'm gonna activate this one first?

Speaker speaker\_0: No, ma'am. If you received an email informing you that you're eligible for enrollment, it means you have to enroll first.

Speaker speaker\_1: Uh, the, uh, the email it said that, "Activate your account today."

Speaker speaker\_0: I'm sorry, you said that the email that you received said-

Speaker speaker\_1: Uh, "Benefits in Card."

Speaker speaker\_0: ... ac-

Speaker speaker\_1: And, and, uh, "Welcome to Benefits in Card. As a member you, you now have round the clock access to U.S. based licensed providers for phone and video consultant, consultation. To get started..." So it said, "Activate your account." So I need to activate now?

Speaker speaker\_0: I think the best that I can do is look at your account, ma'am, since I don't have access to the email. What staffing company do you work with?

Speaker speaker\_1: Uh, I'm Rosa Buchanan, so my email is rb\_...

Speaker speaker\_0: No, ma'am. What staffing company do you work with?

Speaker speaker\_1: Sorry, DHTC. DHTC Force Program.

Speaker speaker\_0: And what are the last four of your social?

Speaker speaker\_1: Uh, 1777.

Speaker speaker\_0: Okay. To make sure that I located the right account, can you verify your date of birth for me and your mailing address?

Speaker speaker\_1: Uh, October 18, 1977. Address, 3701 Victory Way, Falls City, Nebraska, 68355.

Speaker speaker\_0: I have a fax contact number as 636-233-2102.

Speaker speaker\_1: Yeah. Correct.

Speaker speaker\_0: And I have your email down as rb\_bytes26@Yahoo.com.

Speaker speaker\_1: That's correct.

Speaker speaker\_0: Okay. Let's see. I do see here that you're have an enrollment being processed for dental and for medical preventative. Oh, okay. I see. So based on the status of your account, the reason why you received that email is 'cause your coverage become effective this Monday, the 17th. So you don't have to activate the benefits. They're already active.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I believe what that email is trying to advise you is to make an online account so that you can use the virtual urgent care plan that comes with your medical preventative plan. Is there anywhere in that email where the website virtualcare.benefitsinacard.com is? Do you see it anywhere in the email?

Speaker speaker\_1: Oh, it's... No, it's just only after that message, it only, "Activate your account today." That's it. So I'm just wondering why I need to activate it and I got no, so what I'm gonna do?

Speaker speaker\_0: Is there anywhere that says click here to activate it or anything like that?

Speaker speaker\_1: Uh, uh, and, uh, below that is, "Once your account is activated, you will have access to manage your personal health records, consult with a provider and so much more." And that's it. "If you have any question, please call this number." So...

Speaker speaker\_0: The only thing that I can guess may be what that email is about is your virtual urgent care s- services that comes with that medical preventative care plan. Aside from that, I really can't think of anything else that could be related to an email saying those words.

Speaker speaker\_1: All right.

Speaker speaker\_0: Have you tried to activate the virtual urgent care s- services?

Speaker speaker\_1: I click but I'm stopped because it's, uh, uh, I make an account and why I shouldn't make an account. So, the, really the subject for the email is, "New Benefit Announcement. Activate Your Benefits in Card Account." That's the, uh, subject for this email. Virtual, yeah. There is non-reply virtual.

Speaker speaker\_0: There you go, ma'am.

Speaker speaker\_1: Virtual-

Speaker speaker\_0: So they're just informing you to activate your virtual urgent care services. That's what the email's in regards to.

Speaker speaker\_1: Okay. So, so I'm gonna activate this and make an account?

Speaker speaker\_0: Yes, ma'am, for the virtual services only.

Speaker speaker\_1: Okay. So sh- so this, this insurance, I'm gonna have and receive a, a card for?

Speaker speaker\_0: For that service, no, ma'am. That's virtual only. The card that you would be receiving would be sent out tomorrow, since tomorrow will be Friday of the activation payment. That's when your carriers are gonna send out that medical and dental card.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: The longest it should take tomorrow to get to you will be three to four weeks, but it can get there at any time within those three to four weeks. So just be on the lookout for it.

Speaker speaker\_1: Ah, so just only a paper? Okay. It's okay. I'm gonna activate this one. Uh, I'm gonna hit now the activate, so it goes... Yeah. I have to, it was create a password. Okay.

Speaker speaker\_0: Okay. So aside from figuring out what that email was in regards to, was there anything else we can assist you with today?

Speaker speaker\_1: Uh, that's it. I'm just gonna be... Do this one. Activate. Uh, okay.

Speaker speaker\_0: Uh-huh.

Speaker speaker\_1: So I'm gonna have a... After this one, I, I, I have, uh, a mail from my physical mailbox, right?

Speaker speaker\_0: Excuse me?

Speaker speaker\_1: After this, I, I got an email or a, a mail from... So e- email from you guys after I activate this?

Speaker speaker\_0: Unfortunately, I wouldn't be able to answer that, ma'am, as I only take care of the customer service side.

Speaker speaker\_1: Okay. I'm not going to get-

Speaker speaker\_0: I'm not sure what the next...

Speaker speaker\_1: Okay.

Speaker speaker\_0: I'm not sure what the next steps will be. I will suggest following the steps as they show up while you're processing your registration for the virtual services.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: Of course. Is there anything else I can help you with today?

Speaker speaker\_1: No, that's it.

Speaker speaker\_0: All right. I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker\_1: Yes, thank you. Bye-bye.