

Transcript: Franchesca

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Full Transcript

Your call is being recorded for insurance purposes. This is Jessica from Benefits in a Card. Hello. Is there anything I use? Nothing? Yep. I'm just calling in regards to your IT issue with your virtual care. Are you going into the Walmart virtual care website? Um, not sure which one's the correct one, to be honest. Okay. So the reason why I'm asking is for the 2025 offerings, they did switch their virtual carrier. So I need to make sure which website is specifically that you're going into. Can you read off the- Well, which one- ... address to me? ... should I be going to? The Walmart Virtual Care one. All right. So virtualcare.benefitsinacard.com/? Yes. So that will be. Pardon? /bic/login. Yeah. So that will be the website that you're gonna use starting next week. Okay. I got it now. Um, the one that you're currently on is with the Walmart care, that's the carrier that you're still on for this offering, so 2024. So how do I log in to that one? Um, the website address for that one is wm-Mm-hmm. Okay. ... /thehealth.com/mybiac. Okay. So W-M-T-H-E-A-L-T-H.com? Yes, sir. So it should be wmthehealth.com/mybiac. Okay. And so- And then you'll- ... I should be able to log into this one? Yeah. So when you go into it, it should have welcome to MEMD. And then if you have never used this website before for your virtual care, more than likely you'll need to activate it first. Okay. All right. I'll, uh, start messing around with this. I guess I could do it really quickly. Okay. And then I have your number- Yeah. ... for when, in the event that you have any issues using it. Okay. What's that? It's 8000- Mm-hmm. ... 636-3669. Okay. All right. I'll mess around with it then. Understood. And then we're gonna be here all the way till 8:00 PM Eastern Time. In the event that you run into any issues and that phone number cannot assist you, feel free to give us a call back. Okay. Thank you. Of course. My pleasure. I hope you have a wonderful rest of your day. Thank you for your time today. You too. Bye.

Conversation Format

Speaker speaker_0: Your call is being recorded for insurance purposes. This is Jessica from Benefits in a Card.

Speaker speaker_1: Hello.

Speaker speaker_0: Is there anything I use? Nothing?

Speaker speaker_1: Yep.

Speaker speaker_0: I'm just calling in regards to your IT issue with your virtual care. Are you going into the Walmart virtual care website?

Speaker speaker_1: Um, not sure which one's the correct one, to be honest.

Speaker speaker_0: Okay. So the reason why I'm asking is for the 2025 offerings, they did switch their virtual carrier. So I need to make sure which website is specifically that you're going into. Can you read off the-

Speaker speaker_1: Well, which one-

Speaker speaker_0: ... address to me?

Speaker speaker_1: ... should I be going to?

Speaker speaker_0: The Walmart Virtual Care one.

Speaker speaker_1: All right. So [virtualcare.benefitsinacard.com/?](https://virtualcare.benefitsinacard.com/?Pardon?/bic/login) Yes. So that will be. Pardon? [/bic/login](https://virtualcare.benefitsinacard.com/?Pardon?/bic/login).

Speaker speaker_0: Yeah. So that will be the website that you're gonna use starting next week.

Speaker speaker_1: Okay. I got it now.

Speaker speaker_0: Um, the one that you're currently on is with the Walmart care, that's the carrier that you're still on for this offering, so 2024.

Speaker speaker_1: So how do I log in to that one?

Speaker speaker_0: Um, the website address for that one is wm-

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_0: ... [/thehealth.com/mybiac](https://thehealth.com/mybiac).

Speaker speaker_1: Okay. So W-M-T-H-E-A-L-T-H.com?

Speaker speaker_0: Yes, sir. So it should be wmthealth.com/mybiac.

Speaker speaker_1: Okay. And so-

Speaker speaker_0: And then you'll-

Speaker speaker_1: ... I should be able to log into this one?

Speaker speaker_0: Yeah. So when you go into it, it should have welcome to MEMD. And then if you have never used this website before for your virtual care, more than likely you'll need to activate it first.

Speaker speaker_1: Okay. All right. I'll, uh, start messing around with this. I guess I could do it really quickly.

Speaker speaker_0: Okay. And then I have your number-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... for when, in the event that you have any issues using it.

Speaker speaker_1: Okay. What's that?

Speaker speaker_0: It's 8000-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 636-3669.

Speaker speaker_1: Okay. All right. I'll mess around with it then.

Speaker speaker_0: Understood. And then we're gonna be here all the way till 8:00 PM Eastern Time. In the event that you run into any issues and that phone number cannot assist you, feel free to give us a call back.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Of course. My pleasure. I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_1: You too. Bye.