Transcript: Franchesca Baez-6674123930517504-4656959153291264

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? Hi, Francesca. Um, I was trying to sign into the Virtual Care Benefits in a Card, um, website? Mm-hmm. And it said my account was disabled. So I just wanted to make sure, like, if there was any issue with my insurance or anything like that. Because I, I needed to go visit urgent care later today, so I wanted to make sure everything was still all right. Of course. Did you sign on into the new website? 'Cause the carrier did change as of 2025. Oh, I see. So, um, um, do you know what the new website is? Because I was at, um... Well, I originally signed up with virtualcare.benefitsinacard.com. That was what I signed up with. Let's see. Give me one moment, I'm loading up that information as we speak. No problem. Okay, here it is. You say you were into virtualcare.benefitsinacard.com? Yeah. That was what, um, I signed up with. All right, and then it says that your account has been disabled? Yeah, and then it says to please contact member services at the number that I just called, yeah. Okay, let's take a look at the status of your account. What staffing company do you work with? I work with Create a Circle. What are the last four of the Social and the last name? Uh, T-H-O-I, and my Social would be 0.9031. All right, and for security purposes, could you verify your mailing address and date of birth for me? Yes. So that'll be, uh, 2320 Toyon Way, San Bruno, and then you said birthday? Yes, please. Uh, June 23rd, 1992. I have vessel number 4088023271? Yep. And I have your email down as first name period H-A-E-U-M period last name @gmail.com? Yes. That's correct. Hm, okay. I think the reason why it's telling you the account has been deactivated is 'cause we haven't received payment for this week's benefits yet. Oh, so, um... Huh. Did you miss any hours of work last week or recently? Oh, so last week I did only, um, 28 hours of work. That's... Is, is that the reason why? It could be 'cause usually we receive payments depending on the staffing company from Monday to Wednesdays. Wednesday will be the last day that we receive them. Mm-hmm. But as of right now your account has not... For your account specifically, we have not received payment for it yet. Okay, do you know- Do you know the date of the voucher in your pay stub? Um, well, for last week, I just submitted it- Mm-hmm. ... on Sunday, so that might be why the... It's, it's probably not in yet. So- Okay. Um, let's see. I... So how... Um, if I, like, try to go in for, like, an appointment or anything, like, with, with this being disabled, will this, like, affect everything? Yes, ma'am, 'cause if your account is not active, like, coverage itself- Mm-hmm. ... if the coverage isn't active, it won't give you access to the virtual healthcare. Okay. Um... All right. So I'll... I have to wait till the payment goes through before I try to, like, make any appointments and stuff, correct? Yes, ma'am. Yes, I would advise waiting for it to be active before you're able to utilize it, or try to utilize it. Okay. 'Cause it's gonna keep saying that- Okay. ... i- it is disabled just because it's not active. Okay. All right, thank you so much. Of course. Was there anything else I can assist

you with today? Um, no, that's it. Thank you. You're welcome. Thank you for calling us today. Hope you have a wonderful rest of your day. You too. Bye.

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: Hi, Francesca. Um, I was trying to sign into the Virtual Care Benefits in a Card, um, website?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And it said my account was disabled. So I just wanted to make sure, like, if there was any issue with my insurance or anything like that. Because I, I needed to go visit urgent care later today, so I wanted to make sure everything was still all right.

Speaker speaker_1: Of course. Did you sign on into the new website? 'Cause the carrier did change as of 2025.

Speaker speaker_2: Oh, I see. So, um, um, do you know what the new website is? Because I was at, um... Well, I originally signed up with virtualcare.benefitsinacard.com. That was what I signed up with.

Speaker speaker_1: Let's see. Give me one moment, I'm loading up that information as we speak.

Speaker speaker_2: No problem.

Speaker speaker_1: Okay, here it is. You say you were into virtualcare.benefitsinacard.com?

Speaker speaker_2: Yeah. That was what, um, I signed up with.

Speaker speaker_1: All right, and then it says that your account has been disabled?

Speaker speaker_2: Yeah, and then it says to please contact member services at the number that I just called, yeah.

Speaker speaker_1: Okay, let's take a look at the status of your account. What staffing company do you work with?

Speaker speaker_2: I work with Create a Circle.

Speaker speaker_1: What are the last four of the Social and the last name?

Speaker speaker_2: Uh, T-H-O-I, and my Social would be 0.9031.

Speaker speaker_1: All right, and for security purposes, could you verify your mailing address and date of birth for me?

Speaker speaker_2: Yes. So that'll be, uh, 2320 Toyon Way, San Bruno, and then you said birthday?

Speaker speaker_1: Yes, please.

Speaker speaker_2: Uh, June 23rd, 1992.

Speaker speaker_1: I have vessel number 4088023271?

Speaker speaker_2: Yep.

Speaker speaker_1: And I have your email down as first name period H-A-E-U-M period last name @gmail.com?

Speaker speaker_2: Yes. That's correct.

Speaker speaker_1: Hm, okay. I think the reason why it's telling you the account has been deactivated is 'cause we haven't received payment for this week's benefits yet.

Speaker speaker_2: Oh, so, um... Huh.

Speaker speaker_1: Did you miss any hours of work last week or recently?

Speaker speaker_2: Oh, so last week I did only, um, 28 hours of work. That's... Is, is that the reason why?

Speaker speaker_1: It could be 'cause usually we receive payments depending on the staffing company from Monday to Wednesdays. Wednesday will be the last day that we receive them.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: But as of right now your account has not... For your account specifically, we have not received payment for it yet.

Speaker speaker_2: Okay, do you know-

Speaker speaker_1: Do you know the date of the voucher in your pay stub?

Speaker speaker_2: Um, well, for last week, I just submitted it-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... on Sunday, so that might be why the... It's, it's probably not in yet. So-

Speaker speaker_1: Okay.

Speaker speaker_2: Um, let's see. I... So how... Um, if I, like, try to go in for, like, an appointment or anything, like, with, with this being disabled, will this, like, affect everything?

Speaker speaker_1: Yes, ma'am, 'cause if your account is not active, like, coverage itself-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... if the coverage isn't active, it won't give you access to the virtual healthcare.

Speaker speaker_2: Okay. Um... All right. So I'll... I have to wait till the payment goes through before I try to, like, make any appointments and stuff, correct?

Speaker speaker_1: Yes, ma'am. Yes, I would advise waiting for it to be active before you're able to utilize it, or try to utilize it.

Speaker speaker_2: Okay.

Speaker speaker_1: 'Cause it's gonna keep saying that-

Speaker speaker_2: Okay.

Speaker speaker_1: ... i- it is disabled just because it's not active.

Speaker speaker_2: Okay. All right, thank you so much.

Speaker speaker_1: Of course. Was there anything else I can assist you with today?

Speaker speaker_2: Um, no, that's it. Thank you.

Speaker speaker_1: You're welcome. Thank you for calling us today. Hope you have a wonderful rest of your day.

Speaker speaker_2: You too. Bye.