

Transcript: Justin

Mills-4649958155272192-5874370415214592

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. Good morning. May I speak with Shanyah Kirkland? This is she. Awesome. This is Justin from Benefits in a Card. How are you doing? I'm good. How about you? Doing well. So, I did receive word back from the IT department regarding that issue. Can you confirm your date of birth for me real quick? 11/07/2003. Okay. So, my IT department got back with me and they determined that there was no issue with your online account, and it didn't appear to be logged. But quick question. I wanted to confirm something with you real quick. When you went to the b- uh, MAU website, did you click Member Login or did you click, uh, Enroll or Decline Coverage? Um, I actually went through it, uh, through my email, because it said... Um, let me find it. Okay. So, I may have to resend you that website and walk you through it. 'Cause if you click Member Login, it just, it doesn't really log you into anything. But if you click Download and, or not, if you click, uh, Enroll or Decline Coverage, it'll actually give you the option to log in to the portal and then view your options from there. Um, so for a lot of people are getting confused with the Member Login and, uh, Enroll or Decline Coverage. Yeah. It actually sent me a email saying, "Activate your account." Okay. Let's see here. And when you click that, it took you to the portal. Is that correct? Yes. Okay. One second. Okay. Let's see. So, what I'm gonna do, I'm actually gonna send you this website. What was that website you went to, if you don't mind me asking? Uh, it's called virtual, virtualcare.benefitsinacard.com. Okay. So, let me try sending you this one, 'cause you would probably gain access to that account from there. Um, the email that you should be looking at for, for this website will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? So, I'll, just click that link, and whenever you go to that, uh, whenever you go to the website, I'll walk you through it and where to go. Okay. And then this, the subject's gonna be MAU portal. Okay. So, just look out for that. Yeah. Okay. I have it. Okay. So, if, so go to that link. It should take you to the MAU portal or it says MAU at the top left and then Benefits in a Card in the top right, and then Welcome to MAU. Oh, okay. I see everything now. Yeah. So, when, uh, so instead of clicking Member Login, do Enroll or Decline Coverage. Click on that, and that's where you log in to that information to get to the online portal. Okay. I'm looking at everything in the online portal now. Okay. Well, is there anything else I could help you out with today? No. Thank you. You're welcome. You have a great day, okay? You too. All right, bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello.

Speaker speaker_2: Good morning. May I speak with Shanyah Kirkland?

Speaker speaker_1: This is she.

Speaker speaker_2: Awesome. This is Justin from Benefits in a Card. How are you doing?

Speaker speaker_1: I'm good. How about you?

Speaker speaker_2: Doing well. So, I did receive word back from the IT department regarding that issue. Can you confirm your date of birth for me real quick?

Speaker speaker_1: 11/07/2003.

Speaker speaker_2: Okay. So, my IT department got back with me and they determined that there was no issue with your online account, and it didn't appear to be logged. But quick question. I wanted to confirm something with you real quick. When you went to the b- uh, MAU website, did you click Member Login or did you click, uh, Enroll or Decline Coverage?

Speaker speaker_1: Um, I actually went through it, uh, through my email, because it said... Um, let me find it.

Speaker speaker_2: Okay. So, I may have to resend you that website and walk you through it. 'Cause if you click Member Login, it just, it doesn't really log you into anything. But if you click Download and, or not, if you click, uh, Enroll or Decline Coverage, it'll actually give you the option to log in to the portal and then view your options from there. Um, so for a lot of people are getting confused with the Member Login and, uh, Enroll or Decline Coverage.

Speaker speaker_1: Yeah. It actually sent me a email saying, "Activate your account."

Speaker speaker_2: Okay. Let's see here. And when you click that, it took you to the portal. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. One second. Okay. Let's see. So, what I'm gonna do, I'm actually gonna send you this website. What was that website you went to, if you don't mind me asking?

Speaker speaker_1: Uh, it's called virtual, virtualcare.benefitsinacard.com.

Speaker speaker_2: Okay. So, let me try sending you this one, 'cause you would probably gain access to that account from there. Um, the email that you should be looking at for, for this website will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? So, I'll, just click that link, and whenever you go to that, uh, whenever you go to the website, I'll walk you through it and where to go.

Speaker speaker_1: Okay.

Speaker speaker_2: And then this, the subject's gonna be MAU portal.

Speaker speaker_1: Okay.

Speaker speaker_2: So, just look out for that. Yeah.

Speaker speaker_1: Okay. I have it.

Speaker speaker_2: Okay. So, if, so go to that link. It should take you to the MAU portal or it says MAU at the top left and then Benefits in a Card in the top right, and then Welcome to MAU.

Speaker speaker_1: Oh, okay. I see everything now.

Speaker speaker_2: Yeah. So, when, uh, so instead of clicking Member Login, do Enroll or Decline Coverage. Click on that, and that's where you log in to that information to get to the online portal.

Speaker speaker_1: Okay. I'm looking at everything in the online portal now.

Speaker speaker_2: Okay. Well, is there anything else I could help you out with today?

Speaker speaker_1: No. Thank you.

Speaker speaker_2: You're welcome. You have a great day, okay?

Speaker speaker_1: You too.

Speaker speaker_2: All right, bye-bye.