

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. So I have... I have an account with you guys. I've had it for a few weeks, and I signed up for a doctor's appointment over the weekend. And I went in, I had been, like, waiting for my confirmation text, and then I was like, "I'm just gonna check the website." And so when I went to log in, it said my account has been disabled. Um, it shouldn't be. Um, let me try pulling your file and see what's going on. What's the staffing agency you work for? I work, uh, for FOCUS in Indiana. FOCUS Workforce. And the last, and the last four of your social? Uh, 2481. And for security purposes, can you verify your home address, including city, state and zip code, Jessica? Yeah. Uh, s- uh, 720 West Centennial Avenue, Muncie, Indiana, 47303. Apartment 25B. And your date of birth? Uh, 9/27/95. And a good telephone number I have is 840-688-0382? Yes. And the email I have is your last name.J@Gmail? Mm-hmm. Okay. Um, let's see here. So when you went to... What, what website did you go to for the BIC portal? It was just the, just the benefit, the Benefit portal. Um, hold on. Like, I literally just, uh... Benefits in a Card. Virtualcare.benefitsinacard.com. Like I, I, I have it, like, saved in my phone and everything. Like, it's not the first time I've used y'all's portal. Okay, so let's see here. It just says, when I try to log in to be, like... 'Cause I would have thought I would've had a, like a confirmation saying I have my appointment by now, hopefully. That, uh, I was just like, "Oh, well, maybe there's, like, something going on on the website, or, like, I have, like, a message." And so then I went to log in, it wouldn't let me. Okay, um- Because it says it's been disabled. Okay, let's see here. So Lyric. Virtual Care. Here, do you mind if I place you on a brief hold for a second? Sure. Okay. And quick question. Um, you activated the account, correct? Yes. Okay. Just wanted to make sure of that. Like I, I, yeah, I've been on that account. I, I put in m-medical records from previous doctors, and all this other stuff into it. It's my... And my partner is also activated, but they haven't used it because they haven't needed it, but I got it for both of us, just in case. Okay, so let's see here. So I may have to send a- I... .. if- ... I did make an appointment, like, a few weeks ago, um, but then the person, like, canceled on me. Okay. Like, I kept waiting and waiting and waiting and waiting, so I, I don't know if that has anything to do with it. Okay. Um, so what I have to do, I have to reach out to my IT department to see if they could reset the account for you, and see if you could log in that way. Um, 'cause as of right now, I'm, there's nothing that I can see right now, um, but my IT department can go in and verify if the account has been activated or has been disabled. And then once I do receive word back, I can give you a call back. Okay. Sure. Okay. But is that... Is that 840-688-0382 a good call back number for you? Um, yeah, yeah. I'll make sure my phone's on, uh, off do not disturb. Okay, so let's see. So just to confirm a couple things with me. You activated the account. Um- Yeah. Let's see. I've been on it. I've put in my information. I, like, previous diagnoses, and I even downloaded information from a previous doctor and uploaded those

documents to the account. So I've been on it, it has all my information on it, just- Okay, um- ... I haven't made an appointment for anything yet. Okay, so let me reach out to my IT department and see, and have them investigate this, and then once I do receive word back, I can give you a call back. Okay, Jessica? Okay, thank you. Do you, do you think it might be resolved today? 'Cause I, I do hope to have that appointment today. Um, now, it should be resolved today. Um, I don't know my account, or my IT's schedule, um, but like I said- Okay. ... when I do receive word back, I will give you that call back. Okay, Jessica? All right, thank you. You're welcome. You have a great day, all right? All right. Okay.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. So I have... I have an account with you guys. I've had it for a few weeks, and I signed up for a doctor's appointment over the weekend. And I went in, I had been, like, waiting for my confirmation text, and then I was like, "I'm just gonna check the website." And so when I went to log in, it said my account has been disabled.

Speaker speaker_0: Um, it shouldn't be. Um, let me try pulling your file and see what's going on. What's the staffing agency you work for?

Speaker speaker_1: I work, uh, for FOCUS in Indiana. FOCUS Workforce.

Speaker speaker_0: And the last, and the last four of your social?

Speaker speaker_1: Uh, 2481.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Jessica?

Speaker speaker_1: Yeah. Uh, s- uh, 720 West Centennial Avenue, Muncie, Indiana, 47303. Apartment 25B.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Uh, 9/27/'95.

Speaker speaker_0: And a good telephone number I have is 840-688-0382?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is your last name.J@Gmail?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. Um, let's see here. So when you went to... What, what website did you go to for the BIC portal?

Speaker speaker_1: It was just the, just the benefit, the Benefit portal. Um, hold on. Like, I literally just, uh... Benefits in a Card. Virtualcare.benefitsinacard.com. Like I, I, I have it, like, saved in my phone and everything. Like, it's not the first time I've used y'all's portal.

Speaker speaker_0: Okay, so let's see here.

Speaker speaker_1: It just says, when I try to log in to be, like... 'Cause I would have thought I would've had a, like a confirmation saying I have my appointment by now, hopefully. That, uh, I was just like, "Oh, well, maybe there's, like, something going on on the website, or, like, I have, like, a message." And so then I went to log in, it wouldn't let me.

Speaker speaker_0: Okay, um-

Speaker speaker_1: Because it says it's been disabled.

Speaker speaker_0: Okay, let's see here. So Lyric. Virtual Care. Here, do you mind if I place you on a brief hold for a second?

Speaker speaker_1: Sure.

Speaker speaker_0: Okay. And quick question. Um, you activated the account, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Just wanted to make sure of that.

Speaker speaker_1: Like I, I, yeah, I've been on that account. I, I put in m- medical records from previous doctors, and all this other stuff into it. It's my... And my partner is also activated, but they haven't used it because they haven't needed it, but I got it for both of us, just in case.

Speaker speaker_0: Okay, so let's see here. So I may have to send a-

Speaker speaker_1: I...

Speaker speaker_0: ... if-

Speaker speaker_1: ... I did make an appointment, like, a few weeks ago, um, but then the person, like, canceled on me.

Speaker speaker_0: Okay.

Speaker speaker_1: Like, I kept waiting and waiting and waiting and waiting, so I, I don't know if that has anything to do with it.

Speaker speaker_0: Okay. Um, so what I have to do, I have to reach out to my IT department to see if they could reset the account for you, and see if you could log in that way. Um, 'cause as of right now, I'm, there's nothing that I can see right now, um, but my IT department can go in and verify if the account has been activated or has been disabled. And then once I do receive word back, I can give you a call back.

Speaker speaker_1: Okay. Sure.

Speaker speaker_0: Okay. But is that... Is that 840-688-0382 a good call back number for you?

Speaker speaker_1: Um, yeah, yeah. I'll make sure my phone's on, uh, off do not disturb.

Speaker speaker_0: Okay, so let's see. So just to confirm a couple things with me. You activated the account. Um-

Speaker speaker_1: Yeah.

Speaker speaker_0: Let's see.

Speaker speaker_1: I've been on it. I've put in my information. I, like, previous diagnoses, and I even downloaded information from a previous doctor and uploaded those documents to the account. So I've been on it, it has all my information on it, just-

Speaker speaker_0: Okay, um-

Speaker speaker_1: ... I haven't made an appointment for anything yet.

Speaker speaker_0: Okay, so let me reach out to my IT department and see, and have them investigate this, and then once I do receive word back, I can give you a call back. Okay, Jessica?

Speaker speaker_1: Okay, thank you. Do you, do you think it might be resolved today? 'Cause I, I do hope to have that appointment today.

Speaker speaker_0: Um, now, it should be resolved today. Um, I don't know my account, or my IT's schedule, um, but like I said-

Speaker speaker_1: Okay.

Speaker speaker_0: ... when I do receive word back, I will give you that call back. Okay, Jessica?

Speaker speaker_1: All right, thank you.

Speaker speaker_0: You're welcome. You have a great day, all right?

Speaker speaker_1: All right. Okay.