

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Uh... Hey, Justin. This is Justice Hendrickson. I was trying to maybe, um... I am with Oxford LLC and I get my benefits in a card. So my question is, maybe I'm- I was trying to actually log into the website. Is the website just for the owners of the business, or what? Because I was- Uh... You know, I put my email address in, and I couldn't remember a password and then it didn't send me, uh, a email for forgot password. So I guess my question is, uh, should my email be on the website? Um, now, when you go to the website, were you clicking Member Login or Enroll/Decline Coverage? Uh, I wonder if I went to the wrong place, 'cause it said... No, I'm already enrolled. All right, uh... Yes, sir. Because for some reason, um, for some reason people like to click Member Login and thinking that that's for portal, but if you click the Enroll/Decline Coverage and then log in through that way, that's how you gain access to the portal. Oh, okay. Let me see. Uh, Solutions, About, Solutions. So I'm looking at the Benefits on a Card website now. It says About, Solutions For Employers, Contact Us and Client Portal. Okay, um, here. Go to www.my-b-i-a-c.com/oxford. My ben- my, my what now? So my, so M-Y B-I-A-C.com. Okay. /Oxford. /Oxford? Yes, sir. Download documents, member... Ah, Member Login, there you go. I wonder if I should bookmark that. Enroll/Decline Coverage. No, sir. It's Enroll/Decline Coverage. That's how you gain access to the portal. Because for some reason people like to click Member Login thinking that they'll go to the portal, but it totally brings them to somewhere else. Okay. Cool. So it's Enroll/Decline Coverage. All right. I, I will, I'll go ahead and bookmark it then. Thank you, sir. You're welcome. Was there anything else I could help you out-

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Uh...

Speaker speaker_2: Hey, Justin. This is Justice Hendrickson. I was trying to maybe, um... I am with Oxford LLC and I get my benefits in a card. So my question is, maybe I'm- I was trying to actually log into the website. Is the website just for the owners of the business, or what? Because I was-

Speaker speaker_1: Uh...

Speaker speaker_2: You know, I put my email address in, and I couldn't remember a password and then it didn't send me, uh, a email for forgot password. So I guess my question is, uh, should my email be on the website?

Speaker speaker_1: Um, now, when you go to the website, were you clicking Member Login or Enroll/Decline Coverage?

Speaker speaker_2: Uh, I wonder if I went to the wrong place, 'cause it said... No, I'm already enrolled. All right, uh...

Speaker speaker_1: Yes, sir. Because for some reason, um, for some reason people like to click Member Login and thinking that that's for portal, but if you click the Enroll/Decline Coverage and then log in through that way, that's how you gain access to the portal.

Speaker speaker_2: Oh, okay. Let me see. Uh, Solutions, About, Solutions. So I'm looking at the Benefits on a Card website now. It says About, Solutions For Employers, Contact Us and Client Portal.

Speaker speaker_1: Okay, um, here. Go to www.my-b-i-a-c.com/oxford.

Speaker speaker_2: My ben- my, my what now?

Speaker speaker_1: So my, so [M-Y B-I-A-C.com](http://www.my-b-i-a-c.com).

Speaker speaker_2: Okay.

Speaker speaker_1: /Oxford.

Speaker speaker_2: /Oxford?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Download documents, member... Ah, Member Login, there you go. I wonder if I should bookmark that.

Speaker speaker_1: Enroll/Decline Coverage. No, sir. It's Enroll/Decline Coverage. That's how you gain access to the portal. Because for some reason people like to click Member Login thinking that they'll go to the portal, but it totally brings them to somewhere else.

Speaker speaker_2: Okay. Cool.

Speaker speaker_1: So it's Enroll/Decline Coverage.

Speaker speaker_2: All right. I, I will, I'll go ahead and bookmark it then. Thank you, sir.

Speaker speaker_1: You're welcome. Was there anything else I could help you out-