

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, thanks for answering. My name's Kristen Bourgeois. Um, I am a, an employee, a, a temp through Terra Staffing, which is now, uh, Verstella. Mm-hmm. And they're in open enrollment. I just got the prompt today that, uh, their open enrollment is apparently December. Um, so I'm calling behind that text message that I received through Terra and Ter- Verstella, um, because when I follow the link, which I did previously when I was eligible after my X amount of days mark, whatever it was, 60, 90, I don't remember. Um, I remember the same thing happening, and I just kind of dropped the ball and I didn't follow up with them about it. But this is me following up now 'cause the same error is still happening. So if I hit the link that is being provided, um, and it takes me to the login window for your program for the Benefits Card- Uh-huh. ... if I put in the email that is assigned within my Terra Staffing Verstella, um, 'cause they're doing a brand change, right? Um, if I put my email that I use to log into their system for, you know, my employee profile, um, and I type in, um, what I think is my password, what I use for my employee profile, um, it's not accepting it. Like it's, it... And if I do, like, a forgot password, that would be a no-brainer. But, um, it's not finding my email in your system at all. So I don't know if they realize this yet. I haven't spoken to them directly. Um, but I figured I would call you guys first to see if, like, maybe there's a way that... I'm a UX designer. Maybe there's somebody on staff that can troubleshoot this without having to, like, record it to Verstella and then... I don't know. Um, but I've never h- held benefits with them. Um, this would be, like, my first, like, attempt at even trying to get the information about the Benefits Card since joining them. And that was... I've been with them since September. Okay. Well, I do know that Terra Staffing went and started their company open enrollment period today. Um, I can get you enrolled over the phone if that would be easier. Um, and I can also let my IT department know what's going on with the BGS website. Yeah. Um, first off, I'm not sure if it's gonna make sense for me to enroll in this program or not. Um, I work for Highline School District, so I do have benefits through the state. I do have a Regence SEBB plan. Um, and I've never, I've never had the opportunity, uh, in working as a temp to have a benefit like this, because I, I've only temped through UDub, and that was, that was temp benefits, state benefits on the opposite side of the fence, completely different. Um, so this- Okay. ... I've never done a program like this before. Okay. I mean, I can email you a copy of a benefit guide if you wanted to look something over and compare. Yeah. That, that's kind of what I was looking for. And I think... Let me put you on speaker because I want to say that I was able, through that link... Not this page. I'm on the page right now, the landing page. It has the Download documents. Okay. So like, if I click on Download document button, um, is it the MEC Summary of Benefits and Coverage? Or is it the... There's a 2024 enrollment guide, but not a '25 enrollment guide. Uh, bear with me one

second while I go to the website. Let's see. We'll click... Okay. So I have a server issue. Um, bear with me. So it should say Download Documents, Member Login, Enroll/Decline Coverage. So you click Enroll/Decline Coverage. Or were you trying to download the documents? Bear with me. Hold on. Download Document. Oh, right now, like where, where I am? Let me just... I'll click through the, the text message again. So if I go to... Oh, it's open enrollment for Terra. And then I click- Mm-hmm. ... on mybiac.com/verstella, and it takes me to the landing page, um, with Group... I can't see the whole, uh, yeah, Group Landing Page is on the back end of, uh... Kind of a, kind of a strange URL actually, but... Um, so then it says, "Welcome to Verstella, a Terra Services LLC. Please select for, uh, any of the following functions for more information." Um, there's Download Documents, Member Login, Enroll/Decline, Machine-Readable Files, and Price Transparency Tool. Okay. Um, so it would just be the Download Documents. Um, should be the... I don't think BG Staffing added their... Not BG, but Terra added their new, uh, benefit guide, 'cause I'm not seeing it on the Benefit, um, on BW on n- my system. Um- Okay. ... but I can let my IT department know about that to add their benefit guide to the website. Give me one second. Yeah, and if they can email it to me directly, of course I, I would appreciate that. Um, I don't know when they're going to add it to the website. I just don't want to drop the ball again, and I want to have some time to be able to review it. Totally understand. Um, so let me go ahead and email you the 2024 one, just to be on the safe side. And then I'll reach out to my back office to see if they have the 2025 benefit guide. And then once I do receive- Okay. ... that w- information, I can give you a call back and then let you know- Yeah, sure. And then- ... that I sent that information to you. So from here, like, if I go to Enroll/Decline Coverage and I hit that button, it takes me to that Terra branded login page, and this is where I tried.... to put in my, uh, cgracebourgeois@outlook.com email and my password that I use for my Terra login- Mm-hmm. ... um, portal. Um, it, it's not accepting it. And then if I went to do Register Here, um, like as though I need to still register. Um, and then I'm putting in that same email and that same password again. Turning it on so I can see. Okay. I wanna see if it gives me the same error. And okay, I hit Next. Yeah. So it'll, it'll say in red, "That email address is already registered to an account. Please log in." So then I go back and I'm like, "Okay. No problem." You know, and I enter in, um, my email, uh, which I've even checked Remember Me, but, um, it... that didn't help anything. Um, I'll type in that, uh, same password, uh, and then go to log in. But then it gives me, "Failure. Invalid login attempt. Uh, incorrect email or password." Okay. Um, so I did jot down this information, um, on the noti- little sticky pad that I have right here. Um, so I'll go ahead and message my IT department and let them know that Terra or Vercelli is having, uh, problems with the website, especially with the same email that you're using to log in or to register. It's not g- giving that information or not letting you, uh, proceed with that information. So I'll go ahead and email them, let them know what is going on with the website. And then I can ask them about the 2025 benefit guide. Okay. And then email that to you once I do receive word back regarding everything. Um, now they may, uh, reset the account, um, but I won't know anything unless I... until I receive word back from, uh, from the IT department. Okay. Um, but do you have a good email that I can send this benefit guide to for now? Do you have somewhere to look at? Yeah. Yeah. Uh, you could just use the same email. So it's cgrace... Uh, I will spell it out. Uh, c, g, goat, r, roger, a, apple, c, cat, e, egg. And then my last name, Bourgeois, which is b, boy, o, Oscar, u, under, r, Roger, g, goat, e, egg, o, Oscar, i, igloo, s, Sam. So cgracebourgeois@outlook.com. Okay. And then, um, if you... You

can let, let them also know that when you go to do a Recover Password- Mm-hmm. ... then it additionally comes back and it says, "Email account does not exist. Please verify." So it's, it's definitely, uh, taking the user in circles unless it's only doing this to me. Question mark. Okay. Let me see here. I don't know. Okay. So just... So that whenever you click res- Recover Password, it's not letting you, uh, recover that information. Is that correct? No, it's saying my account doesn't exist with the email that I just provided you. Same email. Um, again, that's the one that's assigned to my Terra Vercella, uh, employee account since like day one. Okay. Um, so I did jot down that information as well. I'll inform my IT department of that issue. Um, email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitcentercard.com. Okay? Mm-hmm. Okay. Okay. Um, but like I said, wh- All right. And I'll start reviewing the info until I hear back from you guys. How long do I have before the open enrollment ends? Is it the 31st? Um, let's see. So they started their open enrollment period today. And it lasts until January 4th. Okay. So we still got some time, but yeah, with the holiday, I'd like to get it reviewed before then and make a decision if I'm gonna do it or not. Totally understand. So like I said, I'll reach out to my IT department, have them investigate that issue, uh, with the website. Okay. And then get, uh, the 2025 benefit guide. And then once I do receive word back from the IT department, I will give you a call back. Okay, Christine? Awesome. Okay. Thank you. You're welcome. You have a great day. Okay. You too. All right. Bye. All right.

Conversation Format

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

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

Speaker speaker_2: Hey, thanks for answering. My name's Kristen Bourgeois. Um, I am a, an employee, a, a temp through Terra Staffing, which is now, uh, Verstella.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And they're in open enrollment. I just got the prompt today that, uh, their open enrollment is apparently December. Um, so I'm calling behind that text message that I received through Terra and Ter- Verstella, um, because when I follow the link, which I did previously when I was eligible after my X amount of days mark, whatever it was, 60, 90, I don't remember. Um, I remember the same thing happening, and I just kind of dropped the ball and I didn't follow up with them about it. But this is me following up now 'cause the same error is still happening. So if I hit the link that is being provided, um, and it takes me to the login window for your program for the Benefits Card-

Speaker speaker_1: Uh-huh.

Speaker speaker_2: ... if I put in the email that is assigned within my Terra Staffing Verstella, um, 'cause they're doing a brand change, right? Um, if I put my email that I use to log into their system for, you know, my employee profile, um, and I type in, um, what I think is my

password, what I use for my employee profile, um, it's not accepting it. Like it's, it... And if I do, like, a forgot password, that would be a no-brainer. But, um, it's not finding my email in your system at all. So I don't know if they realize this yet. I haven't spoken to them directly. Um, but I figured I would call you guys first to see if, like, maybe there's a way that... I'm a UX designer. Maybe there's somebody on staff that can troubleshoot this without having to, like, record it to Verstella and then... I don't know. Um, but I've never h- held benefits with them. Um, this would be, like, my first, like, attempt at even trying to get the information about the Benefits Card since joining them. And that was... I've been with them since September.

Speaker speaker_1: Okay. Well, I do know that Terra Staffing went and started their company open enrollment period today. Um, I can get you enrolled over the phone if that would be easier. Um, and I can also let my IT department know what's going on with the BGS website.

Speaker speaker_2: Yeah. Um, first off, I'm not sure if it's gonna make sense for me to enroll in this program or not. Um, I work for Highline School District, so I do have benefits through the state. I do have a Regence SEBB plan. Um, and I've never, I've never had the opportunity, uh, in working as a temp to have a benefit like this, because I, I've only temped through UDub, and that was, that was temp benefits, state benefits on the opposite side of the fence, completely different. Um, so this-

Speaker speaker_1: Okay.

Speaker speaker_2: ... I've never done a program like this before.

Speaker speaker_1: Okay. I mean, I can email you a copy of a benefit guide if you wanted to look something over and compare.

Speaker speaker_2: Yeah. That, that's kind of what I was looking for. And I think... Let me put you on speaker because I want to say that I was able, through that link... Not this page. I'm on the page right now, the landing page. It has the Download documents.

Speaker speaker_1: Okay.

Speaker speaker_2: So like, if I click on Download document button, um, is it the MEC Summary of Benefits and Coverage? Or is it the... There's a 2024 enrollment guide, but not a '25 enrollment guide.

Speaker speaker_1: Uh, bear with me one second while I go to the website. Let's see. We'll click... Okay. So I have a server issue. Um, bear with me. So it should say Download Documents, Member Login, Enroll/Decline Coverage. So you click Enroll/Decline Coverage. Or were you trying to download the documents? Bear with me. Hold on. Download Document.

Speaker speaker_2: Oh, right now, like where, where I am? Let me just... I'll click through the, the text message again. So if I go to... Oh, it's open enrollment for Terra. And then I click-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... on mybiac.com/verstella, and it takes me to the landing page, um, with Group... I can't see the whole, uh, yeah, Group Landing Page is on the back end of, uh... Kind of a, kind of a strange URL actually, but... Um, so then it says, "Welcome to Verstella, a Terra

Services LLC. Please select for, uh, any of the following functions for more information." Um, there's Download Documents, Member Login, Enroll/Decline, Machine-Readable Files, and Price Transparency Tool.

Speaker speaker_1: Okay. Um, so it would just be the Download Documents. Um, should be the... I don't think BG Staffing added their... Not BG, but Terra added their new, uh, benefit guide, 'cause I'm not seeing it on the Benefit, um, on BW on n- my system. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... but I can let my IT department know about that to add their benefit guide to the website. Give me one second.

Speaker speaker_2: Yeah, and if they can email it to me directly, of course I, I would appreciate that. Um, I don't know when they're going to add it to the website. I just don't want to drop the ball again, and I want to have some time to be able to review it.

Speaker speaker_1: Totally understand. Um, so let me go ahead and email you the 2024 one, just to be on the safe side. And then I'll reach out to my back office to see if they have the 2025 benefit guide. And then once I do receive-

Speaker speaker_2: Okay.

Speaker speaker_1: ... that w- information, I can give you a call back and then let you know-

Speaker speaker_2: Yeah, sure. And then-

Speaker speaker_1: ... that I sent that information to you.

Speaker speaker_2: So from here, like, if I go to Enroll/Decline Coverage and I hit that button, it takes me to that Terra branded login page, and this is where I tried.... to put in my, uh, cgracebourgeois@outlook.com email and my password that I use for my Terra login-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... um, portal. Um, it, it's not accepting it. And then if I went to do Register Here, um, like as though I need to still register. Um, and then I'm putting in that same email and that same password again. Turning it on so I can see. Okay. I wanna see if it gives me the same error. And okay, I hit Next. Yeah. So it'll, it'll say in red, "That email address is already registered to an account. Please log in." So then I go back and I'm like, "Okay. No problem." You know, and I enter in, um, my email, uh, which I've even checked Remember Me, but, um, it... that didn't help anything. Um, I'll type in that, uh, same password, uh, and then go to log in. But then it gives me, "Failure. Invalid login attempt. Uh, incorrect email or password."

Speaker speaker_1: Okay. Um, so I did jot down this information, um, on the noti- little sticky pad that I have right here. Um, so I'll go ahead and message my IT department and let them know that Terra or Vercelli is having, uh, problems with the website, especially with the same email that you're using to log in or to register. It's not g- giving that information or not letting you, uh, proceed with that information. So I'll go ahead and email them, let them know what is going on with the website. And then I can ask them about the 2025 benefit guide.

Speaker speaker_2: Okay.

Speaker speaker_1: And then email that to you once I do receive word back regarding everything. Um, now they may, uh, reset the account, um, but I won't know anything unless I... until I receive word back from, uh, from the IT department.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, but do you have a good email that I can send this benefit guide to for now? Do you have somewhere to look at?

Speaker speaker_2: Yeah. Yeah. Uh, you could just use the same email. So it's cgrace... Uh, I will spell it out. Uh, c, g, goat, r, roger, a, apple, c, cat, e, egg. And then my last name, Bourgeois, which is b, boy, o, Oscar, u, under, r, Roger, g, goat, e, egg, o, Oscar, i, igloo, s, Sam. So cgracebourgeois@outlook.com.

Speaker speaker_1: Okay.

Speaker speaker_2: And then, um, if you... You can let, let them also know that when you go to do a Recover Password-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... then it additionally comes back and it says, "Email account does not exist. Please verify." So it's, it's definitely, uh, taking the user in circles unless it's only doing this to me. Question mark.

Speaker speaker_1: Okay. Let me see here.

Speaker speaker_2: I don't know.

Speaker speaker_1: Okay. So just... So that whenever you click res- Recover Password, it's not letting you, uh, recover that information. Is that correct?

Speaker speaker_2: No, it's saying my account doesn't exist with the email that I just provided you. Same email. Um, again, that's the one that's assigned to my Terra Vercella, uh, employee account since like day one.

Speaker speaker_1: Okay. Um, so I did jot down that information as well. I'll inform my IT department of that issue. Um, email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitcentercard.com. Okay?

Speaker speaker_2: Mm-hmm. Okay.

Speaker speaker_1: Okay. Um, but like I said, wh-

Speaker speaker_2: All right. And I'll start reviewing the info until I hear back from you guys. How long do I have before the open enrollment ends? Is it the 31st?

Speaker speaker_1: Um, let's see. So they started their open enrollment period today. And it lasts until January 4th.

Speaker speaker_2: Okay. So we still got some time, but yeah, with the holiday, I'd like to get it reviewed before then and make a decision if I'm gonna do it or not.

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Speaker speaker_2: Okay.

Speaker speaker_1: And then get, uh, the 2025 benefit guide. And then once I do receive word back from the IT department, I will give you a call back. Okay, Christine?

Speaker speaker_2: Awesome. Okay. Thank you.

Speaker speaker_1: You're welcome. You have a great day. Okay.

Speaker speaker_2: You too. All right. Bye.

Speaker speaker_1: All right.