

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. I was calling about the virtual care, the virtual urgent care. Yeah. Um, what's the staffing agency you work for? Uh, Oxford. And the last four of your social? Uh, 8616. And what was your first and last name? Jill Palm. And for security purposes, can you verify the home address, including city, state and zip code, Jill? Sure. It's 2721 Savannah Michelle Lane, Pensacola, Florida 32534. And your date of birth? 5/29/79. And a good telephone number. I have a 614-439-5998. That's correct. And the email I have is jep2979 at gmail? Correct. Okay, so let's see here. I tried to go online, but it... When I tried to, like, register it said I didn't have my email, so then I got a little nervous. But, I mean, I have, I have two cards. Mm-hmm. And it says virtual on there, and I, I'm pretty sure I got that when I signed up a couple months ago, but I'm a little confused at what I do. Oh, I totally understand. Um, so let's see here. Yeah. So, you went to the website virtualcare.benefitsinacard.com, and it's not letting you access the portal or anything like that? Yeah. I tried to s-... I hadn't registered. At least I didn't think I did. And so I said, "Okay, go ahead and register." And it said, "No email found," and then I tried to sign in 'cause I thought, "Well, maybe I did register," and it said, "No email found." So... Okay, um- I went to, I went to... Yeah, what's a- what's on the card? Yeah, virtualcare.benefitsinacard dot... Yeah, that's where I went. Okay. Um, so let me jot down some information. Let's see. So you stated you went to the portal and it's, uh, you said register and it's not finding the email when you've registered or logged into the account, correct? Right. And I didn't, like, take it much further because then I, I wanted to get my cards and figure out, did I sign up for the virtual care or not? And on my card, it has medical Walmart virtual care, and that's different. So, then I was like, "Well, I just need to call to figure out where I go for, like, the virtual care." All right. Um, the virtual urgent care, that's included with the medical plans that you have. Okay. Um, but let me see, 'cause I may have to reach out to my IT department for them to possibly reset your account for you. Okay. Um, no email was found, register... Okay, um, so what I'll go ahead and do, let me reach out to IT and have them look into this, and once I do receive word back from my IT department, I can give you a call back letting you know the response to see if the, uh, re- uh, account was reset for you. Okay, but as far as you can see, I do have, like, a te- Telemed or virtual urgent care, right? Correct. So your Insure Plus- Like that's not... Okay. Yeah, so your Insure Plus basic plan and your MEC TeleRx medical plan, um, those do include the virtual urgent care. Um, so that's- Okay. ... included with those medical plans. Um, but like I said, let me reach out to my IT department, have them reset your account for you so you can actually gain access to it, um, to s- uh, schedule a urgent care visit. And then once I receive word back from them, I can give you a call back, okay? Okay, great. That sounds good. Okay. But other than that, is there anything else that I could assist you with today, Jill?

Nope, that's it. Awesome. Well, you have a wonderful day, okay? Okay, thanks. All right, bye-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. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. I was calling about the virtual care, the virtual urgent care.

Speaker speaker_1: Yeah. Um, what's the staffing agency you work for?

Speaker speaker_2: Uh, Oxford.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: Uh, 8616.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Jill Palm.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Jill?

Speaker speaker_2: Sure. It's 2721 Savannah Michelle Lane, Pensacola, Florida 32534.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 5/29/79.

Speaker speaker_1: And a good telephone number. I have a 614-439-5998.

Speaker speaker_2: That's correct.

Speaker speaker_1: And the email I have is jep2979 at gmail?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay, so let's see here.

Speaker speaker_2: I tried to go online, but it... When I tried to, like, register it said I didn't have my email, so then I got a little nervous. But, I mean, I have, I have two cards.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And it says virtual on there, and I, I'm pretty sure I got that when I signed up a couple months ago, but I'm a little confused at what I do.

Speaker speaker_1: Oh, I totally understand. Um, so let's see here. Yeah. So, you went to the website virtualcare.benefitsinacard.com, and it's not letting you access the portal or anything

like that?

Speaker speaker_2: Yeah. I tried to s-... I hadn't registered. At least I didn't think I did. And so I said, "Okay, go ahead and register." And it said, "No email found," and then I tried to sign in 'cause I thought, "Well, maybe I did register," and it said, "No email found." So...

Speaker speaker_1: Okay, um-

Speaker speaker_2: I went to, I went to... Yeah, what's a- what's on the card? Yeah, virtualcare.benefitsinacard dot... Yeah, that's where I went.

Speaker speaker_1: Okay. Um, so let me jot down some information. Let's see. So you stated you went to the portal and it's, uh, you said register and it's not finding the email when you've registered or logged into the account, correct?

Speaker speaker_2: Right. And I didn't, like, take it much further because then I, I wanted to get my cards and figure out, did I sign up for the virtual care or not? And on my card, it has medical Walmart virtual care, and that's different. So, then I was like, "Well, I just need to call to figure out where I go for, like, the virtual care."

Speaker speaker_1: All right. Um, the virtual urgent care, that's included with the medical plans that you have.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, but let me see, 'cause I may have to reach out to my IT department for them to possibly reset your account for you.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, no email was found, register... Okay, um, so what I'll go ahead and do, let me reach out to IT and have them look into this, and once I do receive word back from my IT department, I can give you a call back letting you know the response to see if the, uh, re- uh, account was reset for you.

Speaker speaker_2: Okay, but as far as you can see, I do have, like, a te- Telemed or virtual urgent care, right?

Speaker speaker_1: Correct. So your Insure Plus-

Speaker speaker_2: Like that's not... Okay.

Speaker speaker_1: Yeah, so your Insure Plus basic plan and your MEC TeleRx medical plan, um, those do include the virtual urgent care. Um, so that's-

Speaker speaker_2: Okay.

Speaker speaker_1: ... included with those medical plans. Um, but like I said, let me reach out to my IT department, have them reset your account for you so you can actually gain access to it, um, to s- uh, schedule a urgent care visit. And then once I receive word back from them, I can give you a call back, okay?

Speaker speaker_2: Okay, great. That sounds good.

Speaker speaker_1: Okay. But other than that, is there anything else that I could assist you with today, Jill?

Speaker speaker_2: Nope, that's it.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: Okay, thanks.

Speaker speaker_1: All right, bye-bye.