

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? Yes, I'm trying to log in to my account and it's telling me that it's disabled. Are you trying to log into the virtual primary care or the online portal through your employer? The Benefits in a Card. Okay. Um, who's the staffing agency you work for? Crown Services. Okay. So let's see here. I just need a co- uh, email of my, um, medical insurance card. Um, yeah. I could possibly do that for you. Um, so Crown Services, what's the last four of your Social? 0740. And what was your first and last name? Lakeithia Northington. And for security purposes, could you verify your home address, including city, state and zip code, Lakeithia? 197 Madern Drive, Oak Grove, Kentucky 42262. And confirm your date of birth? February 12th, 1981. And a good telephone number have is 270-605-4293. Yes. And the email I have is northingtonlakeithia@gmail.com? Yes. Okay, so let's see here. So looking at the calendar, it looks like you became active in the new coverage for the free RX, the virtual primary care, the critical illness, term life, vision, and behavioral health all for employee only as of today, the 13th. So you should be receiving physical ID cards early next week. However, do you mind if I place you in a brief hold while I search up that information? I can possibly email it to you. Yes. Okay. I'll be right back for you. Okay, Lakeithia? Thank you. You're welcome. Hello, Lakeeta, you still there? Yes. Awesome. Thank you so much for holding. So two things. First thing, I was able to pull your vision card and your medical ID card, so I went ahead and emailed those to you. Um, email that you should be looking out for is coming from info, that's I-N-F-O, @benefitcentercard.com. However, if you don't see it in your inbox, be sure to check- Mm-hmm. ... your spam or check your junk folder. Secondly, I emailed you your FreeRx registration email as well to gain access to your FreeRx account. Um, just follow the directions that are in that email, and you should be able to gain access to that. Now, regarding the virtual primary care, the critical illness, term life and behavioral health, um, virtual primary care you should be receiving an email within the next few days regarding that. And then regarding the other things, those should be, those policy numbers should be generated by Thursday or Friday this week. Okay, thank you. You're welcome. Um, did you have any other questions for me today or any- anything else I could help you with? No. I'm just having problems trying to get in that prescription thing, but I'll figure it out. So thank you. You're welcome. You have a great day, okay? You too. Thank you. Bye-bye. Mm-hmm.

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: Yes, I'm trying to log in to my account and it's telling me that it's disabled.

Speaker speaker_1: Are you trying to log into the virtual primary care or the online portal through your employer?

Speaker speaker_2: The Benefits in a Card.

Speaker speaker_1: Okay. Um, who's the staffing agency you work for?

Speaker speaker_2: Crown Services.

Speaker speaker_1: Okay. So let's see here.

Speaker speaker_2: I just need a co- uh, email of my, um, medical insurance card.

Speaker speaker_1: Um, yeah. I could possibly do that for you. Um, so Crown Services, what's the last four of your Social?

Speaker speaker_2: 0740.

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

Speaker speaker_2: Lakeithia Northington.

Speaker speaker_1: And for security purposes, could you verify your home address, including city, state and zip code, Lakeithia?

Speaker speaker_2: 197 Madern Drive, Oak Grove, Kentucky 42262.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: February 12th, 1981.

Speaker speaker_1: And a good telephone number have is 270-605-4293.

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is northingtonlakeithia@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so let's see here. So looking at the calendar, it looks like you became active in the new coverage for the free RX, the virtual primary care, the critical illness, term life, vision, and behavioral health all for employee only as of today, the 13th. So you should be receiving physical ID cards early next week. However, do you mind if I place you in a brief hold while I search up that information? I can possibly email it to you.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. I'll be right back for you. Okay, Lakeithia?

Speaker speaker_2: Thank you.

Speaker speaker_1: You're welcome. Hello, Lakeeta, you still there?

Speaker speaker_3: Yes.

Speaker speaker_1: Awesome. Thank you so much for holding. So two things. First thing, I was able to pull your vision card and your medical ID card, so I went ahead and emailed those to you. Um, email that you should be looking out for is coming from info, that's I-N-F-O, @benefitcentercard.com. However, if you don't see it in your inbox, be sure to check-

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: ... your spam or check your junk folder. Secondly, I emailed you your FreeRx registration email as well to gain access to your FreeRx account. Um, just follow the directions that are in that email, and you should be able to gain access to that. Now, regarding the virtual primary care, the critical illness, term life and behavioral health, um, virtual primary care you should be receiving an email within the next few days regarding that. And then regarding the other things, those should be, those policy numbers should be generated by Thursday or Friday this week.

Speaker speaker_3: Okay, thank you.

Speaker speaker_1: You're welcome. Um, did you have any other questions for me today or any- anything else I could help you with?

Speaker speaker_3: No. I'm just having problems trying to get in that prescription thing, but I'll figure it out. So thank you.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_3: You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_3: Mm-hmm.