

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? Hello, my name is Jesus Ortiz and I'm calling in because it says that my... benef- my virtual care benefits at a card is disabled. Okay. So you were needing to have that reset? Yeah. Like I'm kind of confused on why it got disabled. Okay. Um, so what's the staffing agency you work for? Uh, Analys. Ana- I do Doherty Staffing but last time they said that wasn't working, so I, mm, I know that the... I log into Analys Staffing, so maybe that will work. I don't know. You mean Alliance Staffing? Yeah. Alliance Staffing. There you go. And your last four of your social? 8745. And for security purposes, can you verify your home address, including city, state and zip code, Jesus? Uh, 120 6th Avenue West, Alexandra, Minnesota, 56308. And your date of birth? Uh, January 12th, 2002. And a good telephone number I have is 320-815-6599? Yes. And an email I have is jmortiz386926 at Gmail? Yes. Okay. So let's see. So it's saying the virtual primary care account is disabled. Is that correct? Yeah. Like every time- Okay. ... I try to log in it just says disabled. Okay. Uh, so let me message my IT department real quick to see if they'll, uh, reset it for you. Bear with me one second, okay? Okay. Okay. Hello. Hey, Jesus. You still there? Yes. I'm here. Awesome. Thank you so much for holding. So I just got done messaging my IT department. Looks like they gave you access to the account again, so you should be able to log in now. Okay. Let me see. Yeah. Uh... Hmm. And yeah, I'm good. Awesome. Well, is there anything else I could assist you with today? Uh, the only thing I wanted to talk about was, um, I was doctor... No. I was talking to Doctor, um, what- what was his name? Dr. Ken or something like that. I forgot his name already, but he told me that to... I would need to talk to you guys to figure out, like, what doctors I could visit with Benefits in a Card, because he needed me to go to a real clinic to get, uh, checked because of my illness. And I needed to go without, m- uh, knowing, because it was on a weekend and at the same time of the day that I did call on Monday... No, I think it was Monday and Tuesday they couldn't find my account. And, uh, and I just wanted to know, like, is there a clinic that I could go to that supports Benefits in a Card or is there not? Um, yeah. So I can provide you with a telephone number to find providers in your location. All you have to do is just provide them with your zip code. However, did you receive your medical ID card through Alliance Staffing by any chance or no? Uh, they... Uh, no. I was just told that it will be on, uh, due online, that I would have like the medical card on here and stuff like that. But I never got the medical card or my, uh, what was it? The dental. Yeah, and I never got my medical or dental. And I was- Okay, so I... ... kinda confused. Okay. So, I can email you your ID cards to the... that you have through Alliance Staffing. However, the information that you were having trouble with earlier, the virtual primary care, that has a separate ID card all of its own. Um, so you do have two, technically two medical plans with that. Oh. With the virtual primary cares for virtual primary visits while your VIP standard would cover your in-person hospital, doctor, medication

coverage. Um, so let me email that information to you. Bear with me one second again, okay, Jesus? Okay. Okay. Hello, Jesus. You still there? Yes. I'm here. Awesome, awesome. Thank you so much for holding. So, I went ahead and emailed you your ID cards to the email we have on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder, okay? Okay. Okay. Also, the- And I got it. Mm-hmm. Also, the email has telephone numbers for those providers. Um, when you do call them, like I said, just provide them with your ZIP code, okay? Okay. And, uh, oh, I see it right now. Okay. All right. Is there anything else I can assist you with today? And that will be it. Thank you so much. I appreciate the help. You're welcome. You have a great day, okay? You too. All right, bye-bye.

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: Hello, my name is Jesus Ortiz and I'm calling in because it says that my... benef- my virtual care benefits at a card is disabled.

Speaker speaker_0: Okay. So you were needing to have that reset?

Speaker speaker_1: Yeah. Like I'm kind of confused on why it got disabled.

Speaker speaker_0: Okay. Um, so what's the staffing agency you work for?

Speaker speaker_1: Uh, Analys. Ana- I do Doherty Staffing but last time they said that wasn't working, so I, mm, I know that the... I log into Analys Staffing, so maybe that will work. I don't know.

Speaker speaker_0: You mean Alliance Staffing?

Speaker speaker_1: Yeah. Alliance Staffing. There you go.

Speaker speaker_0: And your last four of your social?

Speaker speaker_1: 8745.

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

Speaker speaker_1: Uh, 120 6th Avenue West, Alexandra, Minnesota, 56308.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Uh, January 12th, 2002.

Speaker speaker_0: And a good telephone number I have is 320-815-6599?

Speaker speaker_1: Yes.

Speaker speaker_0: And an email I have is jmortiz386926 at Gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So let's see. So it's saying the virtual primary care account is disabled. Is that correct?

Speaker speaker_1: Yeah. Like every time-

Speaker speaker_0: Okay.

Speaker speaker_1: ... I try to log in it just says disabled.

Speaker speaker_0: Okay. Uh, so let me message my IT department real quick to see if they'll, uh, reset it for you. Bear with me one second, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Hello. Hey, Jesus. You still there?

Speaker speaker_1: Yes. I'm here.

Speaker speaker_0: Awesome. Thank you so much for holding. So I just got done messaging my IT department. Looks like they gave you access to the account again, so you should be able to log in now.

Speaker speaker_1: Okay. Let me see.

Speaker speaker_0: Yeah.

Speaker speaker_1: Uh... Hmm. And yeah, I'm good.

Speaker speaker_0: Awesome. Well, is there anything else I could assist you with today?

Speaker speaker_1: Uh, the only thing I wanted to talk about was, um, I was doctor... No. I was talking to Doctor, um, what- what was his name? Dr. Ken or something like that. I forgot his name already, but he told me that to... I would need to talk to you guys to figure out, like, what doctors I could visit with Benefits in a Card, because he needed me to go to a real clinic to get, uh, checked because of my illness. And I needed to go without, m- uh, knowing, because it was on a weekend and at the same time of the day that I did call on Monday... No, I think it was Monday and Tuesday they couldn't find my account. And, uh, and I just wanted to know, like, is there a clinic that I could go to that supports Benefits in a Card or is there not?

Speaker speaker_0: Um, yeah. So I can provide you with a telephone number to find providers in your location. All you have to do is just provide them with your zip code. However, did you receive your medical ID card through Alliance Staffing by any chance or no?

Speaker speaker_1: Uh, they... Uh, no. I was just told that it will be on, uh, due online, that I would have like the medical card on here and stuff like that. But I never got the medical card or my, uh, what was it? The dental. Yeah, and I never got my medical or dental. And I was-

Speaker speaker_0: Okay, so I...

Speaker speaker_1: ... kinda confused.

Speaker speaker_0: Okay. So, I can email you your ID cards to the... that you have through Alliance Staffing. However, the information that you were having trouble with earlier, the virtual primary care, that has a separate ID card all of its own. Um, so you do have two, technically two medical plans with that.

Speaker speaker_1: Oh.

Speaker speaker_0: With the virtual primary cares for virtual primary visits while your VIP standard would cover your in-person hospital, doctor, medication coverage. Um, so let me email that information to you. Bear with me one second again, okay, Jesus?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Hello, Jesus. You still there?

Speaker speaker_1: Yes. I'm here.

Speaker speaker_0: Awesome, awesome. Thank you so much for holding. So, I went ahead and emailed you your ID cards to the email we have on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Also, the-

Speaker speaker_1: And I got it. Mm-hmm.

Speaker speaker_0: Also, the email has telephone numbers for those providers. Um, when you do call them, like I said, just provide them with your ZIP code, okay?

Speaker speaker_1: Okay. And, uh, oh, I see it right now. Okay.

Speaker speaker_0: All right. Is there anything else I can assist you with today?

Speaker speaker_1: And that will be it. Thank you so much. I appreciate the help.

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

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye-bye.