

## Transcript: Justin

**Mills-6720235633164288-6031923972980736**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, there. I have an account, uh, it's for myself and for my rest of my family. And I have the r- I registered for, like, the online portal where I can, like, request a, a doctor visit or any other service through it. Mm-hmm. But the, my question is, my spouse, who is over 18, is not able to request a, like, an appointment because the email is linked to my email. So there's, like, no way for her to create, like, her own account that's outside of mine. Is there a way that we can get account created for her with her email address so she would be able to request that- Um. ... the online service? Um, now, unless she's working through the staffing agency, I don't believe she would be able to create an account. Um, the only person that's allowed to create an account is the policy holder. So if you are the main policy holder, there's only one account that's accessible. It's through you. It's through your email. So we really couldn't make it. So then- so then if she was to request, like, a doctor consultation, does she just use my account, then? Correct, 'cause she's listed as a dependent under your coverage. So when I go to, uh, so, so say I'm gonna schedule a consultation. Mm-hmm. When I go to select it, it asks who, who the consultation for, so I'm unable to select my wife because she's over 18 and she needs to have a separate account, it says. Um, so whenever you go onto the account and select who needs a consultation, it's not letting you select your spouse to- Yeah. ... be connected? That's, that, that's correct. Yeah. So it, it shows me, my two children, which are dependents, and then my- Mm-hmm. ... spouse, it's, like, at the bottom, it says, "You're ineligible patient because they are over 18." Uh, let's see here. Here, let me try pulling your file. Um, what's the staffing agency you work for? It's called Creative Circle. And the last four of your social? 2694. What was your first and last name? First name is Timothy. Last name is Dolecek. That is spelled D as in David, O-L-E-C-E-K. And for security purposes, could you verify your home address, including city, state and zip code, Timothy? 2572 Brunswick Circle, Woodridge, Illinois 60517. And confirm your date of birth? 11/10/1978. And a good telephone number I have is 630-768-9600? Yes. That email you have is tdolescek@hotmail.com? That is correct. Okay, so let's see here. And Kimberly is your spouse? That's right. So she is listed as a spouse on the coverage, but she's not pulling up as a spouse on the portal. Is that correct? Yeah. So, like, when you go to create a consultation, it needs you to know who the consultation's for, and so I cannot select her because it's saying she is over 18. Okay, let's see. Here, bear with me one second. Let me ask my supervisor something. Do you mind if I place you on a brief hold? Yes, go ahead. Okay. Quick question, was this for the virtual primary care or was it just for the, like, a regular doctor's visit? It's for the virtual primary care. Virtual primary care? Okay, bear with me one second. Hello, Timothy, are you still there? I'm here. Awesome. Thank you so much for holding. So, I did confirm with my supervisor, um, so your spouse should have received, uh, like a secondary password for your information to gain

access to her virtual primary account. But since that's- hasn't happened, um, what I'm going to do, I'm going to email my back office, have them investigate this situation and see why you didn't receive a secondary password for her. Um, and then once I receive word back, I can give you a call back, letting you know what the- like a login information or- or something else. So, I received, like- like, the "set up the account" email? Is- is that what they're saying? Uh, well- So, like, it's just- Yeah. It says like, "Dear Kimberly, welcome to this. Activate your account," but there's not, like, a password, and it came to my email. It, like... 'Cause you guys, like, there's no- You don't have her email address, so I- there's no way she would have got it to a different email, right? Yes. So, she would- So, she would access her account under your email, um, but with a secondary password, or it's with, uh... Yeah. So, what my supervisor was telling me, since you recei- you received a welcoming email to gain access to your account, and then you should have received another- like a- like another e- password for Kimberly's account, and that's what you stated that you received, right? But it doesn't happen that way. I received the message, but there's not- there's not, like, a password in this email. It's just a button that says, "Activate your account," and that jumps to the login of the portal. Okay. And- That's all it does. Okay, so you click that button to activate the account, and then what happens again? I'm sorry. Here, I'll do it right now. I'll log out of my account that I'm using. Okay. I will hit the button. So, it just- it says, "Complete activation." It's using my username as my email, and it's asking to create a password. But I- I could do this, but it doesn't- it doesn't bring me into, like, her account. Okay, so it just brings up your account, correct? Yeah. It just goes into my account. Okay, so I'm probably thinking that IT needs to resend that, uh, registration email for her account. Um, so like I said, I'll- let me reach out to my back office, have them look into this and investigate, and actually confirm that, um- Okay. ... and then once I receive word back from my back office, I'll give you a call back. Okay, Timothy? Yeah, that sounds fine. Okay, but other than that, is there anything else that I could assist you with today? Uh... I... There's no- probably nothing you can help me with, but I just had a- a- a question or a comment. So, uh, the reason that, uh, I'm doing this whole thing is 'cause I had a virtual visit, and when you receive, like, the confirmation that you've scheduled your virtual visit, they... I don't know that you know this, but they put this- your 800 number, like if you have questions or you need to d- modify something to the service, they put your call-in number on here, but they put on there that it's available 27- 24/7, which you're not, right, at this phone number? It's only from, like, 8:00 AM to 8:00 PM Monday through Friday. So, if it's like, outside of that time period, if someone's calling that number from this virtual visit confirmation, like, th- they're not gonna get anywhere. I totally understand that. No, I'm- Because there is no- there is no number to call to get help. It's like, you're- there is nothing. Yeah, and I totally understand that. Um, that's another thing I'll bring up to my back office as well, um, 'cause that's more of, like, a miscommunication on their end, um, where with the virtual primary care being open 24/7, um, so I'll definitely bring that up when I email my back office. Well, if there- if there is a phone number, then they probably want to switch it on the- the email communications, but if there isn't, they probably want to take that off, 'cause there- there is no number to call. Yes, sir. I totally understand. Um, so like I said, I'll- I'll bring that up when I email the back office regarding that investigation for your, uh- Okay. ... spouse's account. Okay. Okay. Well, is there anything- That's it. ... else you'd like to see us today, Timothy? No, that's it. Awesome. Well, you have a wonderful day, okay? You too. All right, goodbye. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hi, there. I have an account, uh, it's for myself and for my rest of my family. And I have the r- I registered for, like, the online portal where I can, like, request a, a doctor visit or any other service through it.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: But the, my question is, my spouse, who is over 18, is not able to request a, like, an appointment because the email is linked to my email. So there's, like, no way for her to create, like, her own account that's outside of mine. Is there a way that we can get account created for her with her email address so she would be able to request that-

Speaker speaker\_0: Um.

Speaker speaker\_1: ... the online service?

Speaker speaker\_0: Um, now, unless she's working through the staffing agency, I don't believe she would be able to create an account. Um, the only person that's allowed to create an account is the policy holder. So if you are the main policy holder, there's only one account that's accessible. It's through you. It's through your email. So we really couldn't make it.

Speaker speaker\_1: So then- so then if she was to request, like, a doctor consultation, does she just use my account, then?

Speaker speaker\_0: Correct, 'cause she's listed as a dependent under your coverage.

Speaker speaker\_1: So when I go to, uh, so, so say I'm gonna schedule a consultation.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: When I go to select it, it asks who, who the consultation for, so I'm unable to select my wife because she's over 18 and she needs to have a separate account, it says.

Speaker speaker\_0: Um, so whenever you go onto the account and select who needs a consultation, it's not letting you select your spouse to-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... be connected?

Speaker speaker\_1: That's, that, that's correct. Yeah. So it, it shows me, my two children, which are dependents, and then my-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... spouse, it's, like, at the bottom, it says, "You're ineligible patient because they are over 18."

Speaker speaker\_0: Uh, let's see here. Here, let me try pulling your file. Um, what's the staffing agency you work for?

Speaker speaker\_1: It's called Creative Circle.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 2694.

Speaker speaker\_0: What was your first and last name?

Speaker speaker\_1: First name is Timothy. Last name is Dolecek. That is spelled D as in David, O-L-E-C-E-K.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Timothy?

Speaker speaker\_1: 2572 Brunswick Circle, Woodridge, Illinois 60517.

Speaker speaker\_0: And confirm your date of birth?

Speaker speaker\_1: 11/10/1978.

Speaker speaker\_0: And a good telephone number I have is 630-768-9600?

Speaker speaker\_1: Yes.

Speaker speaker\_0: That email you have is tdolescek@hotmail.com?

Speaker speaker\_1: That is correct.

Speaker speaker\_0: Okay, so let's see here. And Kimberly is your spouse?

Speaker speaker\_1: That's right.

Speaker speaker\_0: So she is listed as a spouse on the coverage, but she's not pulling up as a spouse on the portal. Is that correct?

Speaker speaker\_1: Yeah. So, like, when you go to create a consultation, it needs you to know who the consultation's for, and so I cannot select her because it's saying she is over 18.

Speaker speaker\_0: Okay, let's see. Here, bear with me one second. Let me ask my supervisor something. Do you mind if I place you on a brief hold?

Speaker speaker\_1: Yes, go ahead.

Speaker speaker\_0: Okay. Quick question, was this for the virtual primary care or was it just for the, like, a regular doctor's visit?

Speaker speaker\_1: It's for the virtual primary care.

Speaker speaker\_0: Virtual primary care? Okay, bear with me one second. Hello, Timothy, are you still there?

Speaker speaker\_1: I'm here.

Speaker speaker\_0: Awesome. Thank you so much for holding. So, I did confirm with my supervisor, um, so your spouse should have received, uh, like a secondary password for your information to gain access to her virtual primary account. But since that's- hasn't happened, um, what I'm going to do, I'm going to email my back office, have them investigate this situation and see why you didn't receive a secondary password for her. Um, and then once I receive word back, I can give you a call back, letting you know what the- like a login information or- or something else.

Speaker speaker\_1: So, I received, like- like, the "set up the account" email? Is- is that what they're saying?

Speaker speaker\_0: Uh, well-

Speaker speaker\_1: So, like, it's just-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: It says like, "Dear Kimberly, welcome to this. Activate your account," but there's not, like, a password, and it came to my email. It, like... 'Cause you guys, like, there's no- You don't have her email address, so I- there's no way she would have got it to a different email, right?

Speaker speaker\_0: Yes. So, she would- So, she would access her account under your email, um, but with a secondary password, or it's with, uh... Yeah. So, what my supervisor was telling me, since you recei- you received a welcoming email to gain access to your account, and then you should have received another- like a- like another e- password for Kimberly's account, and that's what you stated that you received, right? But it doesn't happen that way.

Speaker speaker\_1: I received the message, but there's not- there's not, like, a password in this email. It's just a button that says, "Activate your account," and that jumps to the login of the portal.

Speaker speaker\_0: Okay. And-

Speaker speaker\_1: That's all it does.

Speaker speaker\_0: Okay, so you click that button to activate the account, and then what happens again? I'm sorry.

Speaker speaker\_1: Here, I'll do it right now. I'll log out of my account that I'm using.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I will hit the button. So, it just- it says, "Complete activation." It's using my username as my email, and it's asking to create a password. But I- I could do this, but it doesn't- it doesn't bring me into, like, her account.

Speaker speaker\_0: Okay, so it just brings up your account, correct?

Speaker speaker\_1: Yeah. It just goes into my account.

Speaker speaker\_0: Okay, so I'm probably thinking that IT needs to resend that, uh, registration email for her account. Um, so like I said, I'll- let me reach out to my back office, have them look into this and investigate, and actually confirm that, um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... and then once I receive word back from my back office, I'll give you a call back. Okay, Timothy?

Speaker speaker\_1: Yeah, that sounds fine.

Speaker speaker\_0: Okay, but other than that, is there anything else that I could assist you with today?

Speaker speaker\_1: Uh... I... There's no- probably nothing you can help me with, but I just had a- a- a question or a comment. So, uh, the reason that, uh, I'm doing this whole thing is 'cause I had a virtual visit, and when you receive, like, the confirmation that you've scheduled your virtual visit, they... I don't know that you know this, but they put this- your 800 number, like if you have questions or you need to d- modify something to the service, they put your call-in number on here, but they put on there that it's available 27- 24/7, which you're not, right, at this phone number? It's only from, like, 8:00 AM to 8:00 PM Monday through Friday. So, if it's like, outside of that time period, if someone's calling that number from this virtual visit confirmation, like, th- they're not gonna get anywhere.

Speaker speaker\_0: I totally understand that. No, I'm-

Speaker speaker\_1: Because there is no- there is no number to call to get help. It's like, you're- there is nothing.

Speaker speaker\_0: Yeah, and I totally understand that. Um, that's another thing I'll bring up to my back office as well, um, 'cause that's more of, like, a miscommunication on their end, um, where with the virtual primary care being open 24/7, um, so I'll definitely bring that up when I email my back office.

Speaker speaker\_1: Well, if there- if there is a phone number, then they probably want to switch it on the- the email communications, but if there isn't, they probably want to take that off, 'cause there- there is no number to call.

Speaker speaker\_0: Yes, sir. I totally understand. Um, so like I said, I'll- I'll bring that up when I email the back office regarding that investigation for your, uh-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... spouse's account.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Well, is there anything-

Speaker speaker\_1: That's it.

Speaker speaker\_0: ... else you'd like to see us today, Timothy?

Speaker speaker\_1: No, that's it.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: You too.

Speaker speaker\_0: All right, goodbye.

Speaker speaker\_1: Bye.