

Transcript: Pearl

Rojas-4842207561695232-6415638363160576

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who did I have the pleasure of speaking with? Hi, there. My name is Julian DeArmas . And, uh, I'm new- Yes, you- Oh, thanks. I'm new to you guys through NOOR Staffing, and I had gotten the activation from the Benefits in a Card when I set up the password and I'm trying to log in, but I... It's not working. I just wonder if you could look up my name. Make sure that I was... I had done this correctly- Yeah, you- ... or I need to do it again? Okay. You set up the registration and password for, for what services? Um, for... Well, it's for the, you know, health coverage, prescriptions and, and... So there's a couple different, um, things you could have registered for, like the portal that's through Benefits in a Card, or, um, the free Rx account. Do you know which coverage it is? Which coverage? One moment. What are the last four digits of your Social? 6564. And your address and date of birth? Address is 240 East 82nd Street, New York. Date of birth is 1/25/65. Okay. And I have your phone number as 917-887-2077? Correct. And I have your email address as julian.drms@gmail.com? Yes. I see coverage is active and you're in the VIP Classic. Um, so what's the web... You're just going to the website from the email? Uh, yes, but see, I thought I had done this whole client portal login thing. But it seems... It doesn't seem to work. Now, I also want to ask, there's a new card that I'll be getting in the mail? Yes, you'll get a card from APL. Um, your medical card will go to your email and your dental and vision, they will go to your residence. Okay. Yeah, 'cause they did send me, like, a temporary one in an email. Um, just, I got a call from a doctor's office I usually go to. I just want to make sure that it's covered by you guys like it was with my previous, so... But I don't have any, like, group numbers or ID numbers or anything like that yet. So, um, that should be coming in the mail soon? You should have received your dental and vision by now. Um, you did become active last Monday. You haven't received any cards in the mail at all? Uh, no. I can, uh, check the mailbox. Um, but I have not... I have not gotten one yet. Okay. So, I can send you copies of them to your email. Um, and they work just like your physicals, um, while those arrive. Or did they already send you those? Because you said something about they sent you temporaries already? Uh, yes, but it, I, uh... So when I had gone to the pharmacy to pick up a prescription, it didn't have any of the group number or, you know, ID numbers or... It didn't have anything like that. Um, so what you're going to send me now, will that have that information? I believe the medical cards do have the information on it. Give me one moment. Let me just check. I'm at my computer. If that's something you're going to send now, I can take a look. Okay. Bear with me one moment. And then the, the... So are you trying to activate your coverage or are you just trying to see your coverage details, like your information, what you're enrolled in and that kind of stuff? Um, well, I wanted to give the new information to the doctor's office. I had made an appointment a long time ago for this Tuesday and I said, "I have new insurance, but I don't have the information yet." So they said to, uh,

wait till I get the information and then I can reschedule the appointment. Okay. No worries. I can definitely get you that card sent and, um, I'm just gonna confirm for you it has all that information on it as far as pharmacy as well. Yes. So it has your PharmAVille information, which is your, your prescription coverage on it. I'll go ahead and get this sent to you. I'll actually send you all three cards so you have um, the physicals arrive. Okay. And then I can give them all this new information over the phone, right? Correct. I suppose. Oh. And then as far as, um, you... If you want to see your account or want to see, um, the coverage you're in, you would go to mybiac.com/. Oh, give me one second. I believe it should be- Oh, hold on, hold on, hold on. Let me just write this down. So what was that web address? It's mybiac.com. B-I... My, M-Y- Yes. Myeiac.com? So B... It's mybiac. Oh, B? Mm-hmm. As in bat? B as in boy. That's what you call it? Yes. mybiac dot... And then it'll be /norestaffing. Oh, slash.Okay. And then you'll click where it says, "Enroll/Decline Coverage." Uh-huh. And then you'll, um... If y- You already registered, so your password and email should be there. If it doesn't work, just, um, start a new registration and then you'll be able to log in then. Okay, let me try with what I set up. Okay. Nope, that did not work. Should I do register here and try it again? Yes. Special character. What is a special character? Like a dollar sign or something? Yes, dollar sign, period, um, exclamation point, anything like that. Oh, an exclamation point will work as well? Okay, let me try this out. Okay, next. Oh. Next. Why won't it go through? It's eight characters, it's two numbers, two special characters, capital letter, and lowercase letter. Yeah, it's not letting me go to the next thing. Hello? Um, what is it say- what is it saying? I, I'm hitting next, but it's not going, so I gotta... I don't know. I... All right, we got an initial cap, the rest is all lowercase, two numbers, and two exclamation points. That should do it, right? Um, it should. Um, hmm. Um, maybe... I'm not sure why it wouldn't let you proceed. Um. Mm. Hard, re-, ny. Enter. Ah! Success, registration completed. Okay. Okay, so now what do I do? Okay, now try logging in with the information you just used, you just made. Log in to the... Where is it? To the same, the same place. Mm-hmm. Enroll Coverage? Yep. Mm-hmm. Enroll/Decline. Okay. Okay, let's try it now. Hooray. Okay. And then I also got your subcards sent to you already, so they should be in your inbox. If you don't see them in your inbox, try your spam or junk folder. Oh, let me just see. ID card. Okay. Okay, there's three attachments, dental, medical, and vision. Okay, policy number is, I think it's... Okay, policy, there's the pin number. So if they ask for a group number, that would be that policy/cert number? Um, I believe so. Give me one... Let me open your card back up. Okay. I believe that is not the group number. Hmm. I believe it will be that number. Um, give me one moment. Let me- Oh, and division is a group number, like 374418. Yes, this is a... Give me one moment to confirm all that medical, okay? Sure. Dental has a group number.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who did I have the pleasure of speaking with?

Speaker speaker_1: Hi, there. My name is Julian DeArmas . And, uh, I'm new-

Speaker speaker_0: Yes, you-

Speaker speaker_1: Oh, thanks. I'm new to you guys through NOOR Staffing, and I had gotten the activation from the Benefits in a Card when I set up the password and I'm trying to log in, but I... It's not working. I just wonder if you could look up my name. Make sure that I was... I had done this correctly-

Speaker speaker_0: Yeah, you-

Speaker speaker_1: ... or I need to do it again?

Speaker speaker_0: Okay. You set up the registration and password for, for what services?

Speaker speaker_1: Um, for... Well, it's for the, you know, health coverage, prescriptions and, and...

Speaker speaker_0: So there's a couple different, um, things you could have registered for, like the portal that's through Benefits in a Card, or, um, the free Rx account. Do you know which coverage it is?

Speaker speaker_1: Which coverage?

Speaker speaker_0: One moment. What are the last four digits of your Social?

Speaker speaker_1: 6564.

Speaker speaker_0: And your address and date of birth?

Speaker speaker_1: Address is 240 East 82nd Street, New York. Date of birth is 1/25/65.

Speaker speaker_0: Okay. And I have your phone number as 917-887-2077?

Speaker speaker_1: Correct.

Speaker speaker_0: And I have your email address as julian.drms@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: I see coverage is active and you're in the VIP Classic. Um, so what's the web... You're just going to the website from the email?

Speaker speaker_1: Uh, yes, but see, I thought I had done this whole client portal login thing. But it seems... It doesn't seem to work. Now, I also want to ask, there's a new card that I'll be getting in the mail?

Speaker speaker_0: Yes, you'll get a card from APL. Um, your medical card will go to your email and your dental and vision, they will go to your residence.

Speaker speaker_1: Okay. Yeah, 'cause they did send me, like, a temporary one in an email. Um, just, I got a call from a doctor's office I usually go to. I just want to make sure that it's covered by you guys like it was with my previous, so... But I don't have any, like, group numbers or ID numbers or anything like that yet. So, um, that should be coming in the mail soon?

Speaker speaker_0: You should have received your dental and vision by now. Um, you did become active last Monday. You haven't received any cards in the mail at all?

Speaker speaker_1: Uh, no. I can, uh, check the mailbox. Um, but I have not... I have not gotten one yet.

Speaker speaker_0: Okay. So, I can send you copies of them to your email. Um, and they work just like your physicals, um, while those arrive. Or did they already send you those? Because you said something about they sent you temporaries already?

Speaker speaker_1: Uh, yes, but it, I, uh... So when I had gone to the pharmacy to pick up a prescription, it didn't have any of the group number or, you know, ID numbers or... It didn't have anything like that. Um, so what you're going to send me now, will that have that information?

Speaker speaker_0: I believe the medical cards do have the information on it. Give me one moment. Let me just check.

Speaker speaker_1: I'm at my computer. If that's something you're going to send now, I can take a look.

Speaker speaker_0: Okay. Bear with me one moment. And then the, the... So are you trying to activate your coverage or are you just trying to see your coverage details, like your information, what you're enrolled in and that kind of stuff?

Speaker speaker_1: Um, well, I wanted to give the new information to the doctor's office. I had made an appointment a long time ago for this Tuesday and I said, "I have new insurance, but I don't have the information yet." So they said to, uh, wait till I get the information and then I can reschedule the appointment.

Speaker speaker_0: Okay. No worries. I can definitely get you that card sent and, um, I'm just gonna confirm for you it has all that information on it as far as pharmacy as well. Yes. So it has your PharmAVille information, which is your, your prescription coverage on it. I'll go ahead and get this sent to you. I'll actually send you all three cards so you have um, the physicals arrive.

Speaker speaker_1: Okay. And then I can give them all this new information over the phone, right?

Speaker speaker_0: Correct.

Speaker speaker_1: I suppose. Oh.

Speaker speaker_0: And then as far as, um, you... If you want to see your account or want to see, um, the coverage you're in, you would go to mybiac.com/. Oh, give me one second. I believe it should be-

Speaker speaker_1: Oh, hold on, hold on, hold on. Let me just write this down. So what was that web address?

Speaker speaker_0: It's mybiac.com.

Speaker speaker_1: B-I... My, M-Y-

Speaker speaker_0: Yes.

Speaker speaker_1: Myeiac.com?

Speaker speaker_0: So B... It's mybiac.

Speaker speaker_1: Oh, B?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: As in bat?

Speaker speaker_0: B as in boy.

Speaker speaker_1: That's what you call it? Yes. mybiac dot...

Speaker speaker_0: And then it'll be /norestaffing.

Speaker speaker_1: Oh, slash.Okay.

Speaker speaker_0: And then you'll click where it says, "Enroll/Decline Coverage."

Speaker speaker_1: Uh-huh.

Speaker speaker_0: And then you'll, um... If y- You already registered, so your password and email should be there. If it doesn't work, just, um, start a new registration and then you'll be able to log in then.

Speaker speaker_1: Okay, let me try with what I set up. Okay. Nope, that did not work. Should I do register here and try it again?

Speaker speaker_0: Yes.

Speaker speaker_1: Special character. What is a special character? Like a dollar sign or something?

Speaker speaker_0: Yes, dollar sign, period, um, exclamation point, anything like that.

Speaker speaker_1: Oh, an exclamation point will work as well? Okay, let me try this out. Okay, next. Oh. Next. Why won't it go through? It's eight characters, it's two numbers, two special characters, capital letter, and lowercase letter. Yeah, it's not letting me go to the next thing. Hello?

Speaker speaker_0: Um, what is it say- what is it saying?

Speaker speaker_1: I, I'm hitting next, but it's not going, so I gotta... I don't know. I... All right, we got an initial cap, the rest is all lowercase, two numbers, and two exclamation points. That should do it, right?

Speaker speaker_0: Um, it should. Um, hmm. Um, maybe... I'm not sure why it wouldn't let you proceed. Um.

Speaker speaker_1: Mm. Hard, re-, ny. Enter. Ah! Success, registration completed.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay, so now what do I do?

Speaker speaker_0: Okay, now try logging in with the information you just used, you just made.

Speaker speaker_1: Log in to the... Where is it?

Speaker speaker_0: To the same, the same place. Mm-hmm.

Speaker speaker_1: Enroll Coverage?

Speaker speaker_0: Yep. Mm-hmm. Enroll/Decline.

Speaker speaker_1: Okay. Okay, let's try it now. Hooray. Okay.

Speaker speaker_0: And then I also got your subcards sent to you already, so they should be in your inbox. If you don't see them in your inbox, try your spam or junk folder.

Speaker speaker_1: Oh, let me just see. ID card. Okay. Okay, there's three attachments, dental, medical, and vision. Okay, policy number is, I think it's... Okay, policy, there's the pin number. So if they ask for a group number, that would be that policy/cert number?

Speaker speaker_0: Um, I believe so. Give me one... Let me open your card back up.

Speaker speaker_1: Okay.

Speaker speaker_0: I believe that is not the group number. Hmm. I believe it will be that number. Um, give me one moment. Let me-

Speaker speaker_1: Oh, and division is a group number, like 374418.

Speaker speaker_0: Yes, this is a... Give me one moment to confirm all that medical, okay?

Speaker speaker_1: Sure.

Speaker speaker_0: Dental has a group number.