

## Transcript: Pearl

**Rojas-6544674160951296-5820464425910272**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Yes, this is Holly Winn. And how can I assist you? Uh, yeah, I'm trying to register. Um, I'm with Creative Circle, and they set me up with a Benefits account and gave me all the information, and then I went to go to the, um, I guess it's inly.inmala link or whatever it is, um, Luminix Information Network. And I'm registering, putting in all my information- Mm-hmm. ... but it's saying that, uh, the information doesn't match your records, and to contact the system administrator. Okay, what are you trying to do? I haven't- I, I don't know what- Okay. So- ... you have in front of you. S- s- sure. So, I have Benefits in a Card. Mm-hmm. Um, directly through Creative Circle, and I guess this link is- I'm supposed to register through it for the medical. To use your medical? Or to- Yeah, I- ... see if this is beneficial? ... mean 'cause you know... Well, I, I, I know my benefits because they sent me PDFs of what the benefits are, but I'm trying to actually see if my provider, um, you know, like, find a provider or see that my provider is in network. Um, in order to do that, I, I guess I have to have an account with this, uh, Inly Inmala, so I'm, I'm trying to register and it won't let me. Okay. Have you received your card? No, I have not received a card. I've, uh, I received it- I have it for, like, dental and the other ones, but not for medical. Okay, so your medical card would have went to your email. I can give you a phone number that you can call and they'll let you g- um, they'll tell you a list of providers in your area. Or you would go to multiplan.com and put in the, uh, your information there, and it'll give you a list. I'm not sure what that other website is, um, but medical, you go to multiplan.com, and then, um, they'll tell- they're called limited benefit plans. Um, and then it'll show you a list. You'll put in, like, your ZIP code and it'll show you a list of the providers in your area. Okay, that's good to know. The other thing, though, is that I'm concerned, like, hopefully I'm signed up because I only have until the 31st to sign up. I mean, from Creative Circle, the, the prov- I guess the recruiting agency that's providing me the benefits. Um, I mean, they're saying on their end it's good, but I just, you know, I want to make sure I'm dotting my Is and crossing my Ts. So, I'm not sure how to double check that if I can't log into any kind of profile, uh, for myself. Um- Okay, what is the last 14 digits- ... I'm not sure. ... of your Social Security number? Uh, 0900. And repeat your email for me? I mean, sorry, your name? Uh, Holly Winn, W-I-N-N. Okay, and verify your address and date of birth. 1079 Millwood Avenue, Middleton, Idaho 83644, and it's 11/02/1985. All righty. And I have your phone number as 949-910-0603? Yes. That's correct. And I have your email address as winn.hc@gmail.com? Yes, ma'am. Okay, so yes. You're currently enrolled. You're enrolled in preventative health, vision, um, term life, and dental, and you are active. Um, that preventive hea- health card should have went to your residence as well. Um, if you want to see your coverage, you can go, like, if you want to see your coverage,

make any changes within the s- the timeframe until the 31st of this month, you can go to [mybiac.com/creativecircle](http://mybiac.com/creativecircle). And you'll click on, um, enroll the planned coverage and register there. And then you'll be able to see your coverage. You'll be able to make any changes, cancel anything, uh, add dependents, anything like that. Yeah, no, I definitely don't want any changes, but I haven't received my card, so I'm not sure if there's a way to, like, resend them? Um, let me take a look. I'll be able to send you a copy to your email if you'd like. Yeah, that would be great. I mean, as long as I got the policy number and whatever I, I need . Of course. Thank you very much for your help. I appreciate it. No problem. Give me just one moment. Okay. Okay, yeah. It says the card was just sent out on the 13th. Uh, was it sent out- Oh, so maybe it's a little delayed? Yeah, it looks like it got printed on the 13th, so it could be within the next coup- couple days that you get it. But I can send you a copy- Okay. ... to your email while that happens. That would be great. Okay, and this email is gonna come from [info@benefitsinacard.com](mailto:info@benefitsinacard.com). You should go to your inbox. Okay. And if it's not in your inbox, check your Spam or Junk folder. Understood. Okay, thank you very much. I really appreciate your help. No problem. Thank you so much for calling. You have a great day. You too. Bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_2: Yes, this is Holly Winn.

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: Uh, yeah, I'm trying to register. Um, I'm with Creative Circle, and they set me up with a Benefits account and gave me all the information, and then I went to go to the, um, I guess it's [inly.inmala](http://inly.inmala) link or whatever it is, um, Luminix Information Network. And I'm registering, putting in all my information-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... but it's saying that, uh, the information doesn't match your records, and to contact the system administrator.

Speaker speaker\_1: Okay, what are you trying to do? I haven't- I, I don't know what-

Speaker speaker\_2: Okay. So-

Speaker speaker\_1: ... you have in front of you.

Speaker speaker\_2: S- s- sure. So, I have Benefits in a Card.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Um, directly through Creative Circle, and I guess this link is- I'm supposed to register through it for the medical.

Speaker speaker\_1: To use your medical? Or to-

Speaker speaker\_2: Yeah, I-

Speaker speaker\_1: ... see if this is beneficial?

Speaker speaker\_2: ... mean 'cause you know... Well, I, I, I know my benefits because they sent me PDFs of what the benefits are, but I'm trying to actually see if my provider, um, you know, like, find a provider or see that my provider is in network. Um, in order to do that, I, I guess I have to have an account with this, uh, Inly Inmala, so I'm, I'm trying to register and it won't let me.

Speaker speaker\_1: Okay. Have you received your card?

Speaker speaker\_2: No, I have not received a card. I've, uh, I received it- I have it for, like, dental and the other ones, but not for medical.

Speaker speaker\_1: Okay, so your medical card would have went to your email. I can give you a phone number that you can call and they'll let you go- um, they'll tell you a list of providers in your area. Or you would go to multiplan.com and put in the, uh, your information there, and it'll give you a list. I'm not sure what that other website is, um, but medical, you go to multiplan.com, and then, um, they'll tell- they're called limited benefit plans. Um, and then it'll show you a list. You'll put in, like, your ZIP code and it'll show you a list of the providers in your area.

Speaker speaker\_2: Okay, that's good to know. The other thing, though, is that I'm concerned, like, hopefully I'm signed up because I only have until the 31st to sign up. I mean, from Creative Circle, the, the prov- I guess the recruiting agency that's providing me the benefits. Um, I mean, they're saying on their end it's good, but I just, you know, I want to make sure I'm dotting my Is and crossing my Ts. So, I'm not sure how to double check that if I can't log into any kind of profile, uh, for myself. Um-

Speaker speaker\_1: Okay, what is the last 14 digits-

Speaker speaker\_2: ... I'm not sure.

Speaker speaker\_1: ... of your Social Security number?

Speaker speaker\_2: Uh, 0900.

Speaker speaker\_1: And repeat your email for me? I mean, sorry, your name?

Speaker speaker\_2: Uh, Holly Winn, W-I-N-N.

Speaker speaker\_1: Okay, and verify your address and date of birth.

Speaker speaker\_2: 1079 Millwood Avenue, Middleton, Idaho 83644, and it's 11/02/1985.

Speaker speaker\_1: All righty. And I have your phone number as 949-910-0603?

Speaker speaker\_2: Yes. That's correct.

Speaker speaker\_1: And I have your email address as winn.hc@gmail.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay, so yes. You're currently enrolled. You're enrolled in preventative health, vision, um, term life, and dental, and you are active. Um, that preventive health card should have went to your residence as well. Um, if you want to see your coverage, you can go, like, if you want to see your coverage, make any changes within the s- the timeframe until the 31st of this month, you can go to [mybiac.com/creativecircle](http://mybiac.com/creativecircle). And you'll click on, um, enroll the planned coverage and register there. And then you'll be able to see your coverage. You'll be able to make any changes, cancel anything, uh, add dependents, anything like that.

Speaker speaker\_2: Yeah, no, I definitely don't want any changes, but I haven't received my card, so I'm not sure if there's a way to, like, resend them?

Speaker speaker\_1: Um, let me take a look. I'll be able to send you a copy to your email if you'd like.

Speaker speaker\_2: Yeah, that would be great. I mean, as long as I got the policy number and whatever I, I need .

Speaker speaker\_1: Of course.

Speaker speaker\_2: Thank you very much for your help. I appreciate it.

Speaker speaker\_1: No problem. Give me just one moment.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay, yeah. It says the card was just sent out on the 13th. Uh, was it sent out-

Speaker speaker\_2: Oh, so maybe it's a little delayed?

Speaker speaker\_1: Yeah, it looks like it got printed on the 13th, so it could be within the next couple- couple days that you get it. But I can send you a copy-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... to your email while that happens.

Speaker speaker\_2: That would be great.

Speaker speaker\_1: Okay, and this email is gonna come from [info@benefitsinacard.com](mailto:info@benefitsinacard.com). You should go to your inbox.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And if it's not in your inbox, check your Spam or Junk folder.

Speaker speaker\_2: Understood. Okay, thank you very much. I really appreciate your help.

Speaker speaker\_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_2: You too. Bye.