

Transcript: VICTORIA

Taylor-4740336430661632-5778400900857856

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Um, yes, I was calling because I'm trying to get a little bit more information about my account, and I believe that, um... I wanna say that I signed up for benefits through my, my workplace. And so, is this the company that's for my workplace? I am not sure. What's the name of the agency you work for? Uh, the, the company that I work for is gonna be Deatable, D-E-B-T-B-L-U-E. But I work for a staffing agency and it's called TRC Staffing. And the last four of your Social? 6657. And your first and last name? Shalandria Daniels. Okay. Do you mind verifying your address and date of birth? Uh, address is 9659 Forest Lane, Apartment K209, Dallas, Texas 75243. Uh, um, birthday is April 1996. And then phone number 214-971-1215? Uh, that's an old phone number. Okay. Is your current one the one you're calling from? Yes. Okay. Uh, let's see. And... And then email is gonna be, uh, D-A-N-I-S-H-A-L-A-N-D-R-I-A96@gmail.com? Yes. Okay. Um, so you're enrolled into a couple different things. The MEC TeleRx Medical Plan, Vision, Term Life and Dental- Mm-hmm. ... all being your spouse. And it looks like it is currently active. Okay. And so, yes, I was trying to... I saw the email and I know that I am still paying the benefits out of my check. And so I was trying to actually, um, see how I might be able to start using the benefits. I'm not sure how to go about it, though, because I've been on Medicaid for a long time. And so usually I just go and it's already set up. So I'm trying to see how I might go about it to start using the benefits. But I tried to set up the account, and it said that the activation was successful, but then when I tried to log in, it said the account was disabled, so... Can you get me some soap? Okay. Um, what website are you on? What site are you on? Uh, Benefits in a Card. Can you just stop? Okay, she stopped. Okay, are you on the, uh, like, the enrollment portal? Because we're just your benefits administrators. Um, let me see. So if you're on, uh, the website mybiac.com/trcstaffing, that's just the enrollment portal. No, I'm on benefitsinacard.com. No, Dad. The link- Sorry. ... the URL says? Can you say it? Yeah. It says benefit... Uh, virtualcare.benefitsinacard.com. Okay, so that's, that's specifically for your virtual care. Okay. Yeah, have you not received any of your ID cards? No. I have not. Okay. I will email you co- uh, the ID cards. Mm-hmm. And then, um, instructions on how to find providers and that work. Can you play 10-10-10? Okay. This is looking great. That would help a lot. Give me, uh, just a few moments, if you will, so I can look those up, and I will be right back. Okay, no problem. All righty. Thank you so much for holding. So I just sent, um, copies of your medical, dental and vision ID card, uh, to your email. Yes. And then, um, with the instructions on how to find providers for each. Okay. And then for the... How does it go for the life insurance? Um, so like in the event of your passing, your beneficiary would get the benefit amount of 20,000. Mm-hmm. Okay. And can you see who my beneficiary is? Looks like a Emmanuel Edwards. Okay. Mm-hmm. Okay. Thank you. And so you say you sent those over

to me, my email? Yep. Okay. Thank you so much. You're welcome. Did you need help with anything else? Uh, no, but as far as the, um, virtual care, how does that work? Um, so it's just like, uh, to my knowledge, it looks like it would be... Let's see. Give me one second. Okay. So it looks like, 'cause we have two different virtual services. So it looks- All right. ... like it's just Virtual Urgent Care. Okay. So- Yeah, so you- ... it's not- ... typically- Oh. I really don't need it, but if I did need it, then it's available? Yeah. It's included in the medical plan that you have, the MEC telRx. Okay. Um, so typically how you would use it is you would go onto that website, virtualcare.benefitsinacard.com, and there should be an option to where you can set up an appointment from there. Oh, okay. Mm-hmm. Okay. Well, thank you. But I don't need that, that website to... I didn't need that in order to get my card, because I thought Benefits in a Card, it was like going to give me my cards that you sent over. But I don't need that website for those cards. Yeah. No, that website, virtualcare.benefitsinacard.com, is specifically for the virtual care. Okay. The ID cards, we can always email to you, um, because we have access to that with us being your administrators. But that's not where you get the ID cards from. Okay. Mm-hmm. And who, which company am I speaking... Is this Benefits in a Card, or is this different? Yes, ma'am. Okay. Mm-hmm. Okay. Thank you. You're welcome. You have a wonderful day. You too. Bye-bye. Bye-bye.

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 Victoria. How can I help you?

Speaker speaker_2: Um, yes, I was calling because I'm trying to get a little bit more information about my account, and I believe that, um... I wanna say that I signed up for benefits through my, my workplace. And so, is this the company that's for my workplace?

Speaker speaker_1: I am not sure. What's the name of the agency you work for?

Speaker speaker_2: Uh, the, the company that I work for is gonna be Debttable, D-E-B-T-B-L-U-E. But I work for a staffing agency and it's called TRC Staffing.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6657.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Shalandria Daniels.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, address is 9659 Forest Lane, Apartment K209, Dallas, Texas 75243. Uh, um, birthday is April 1996.

Speaker speaker_1: And then phone number 214-971-1215?

Speaker speaker_2: Uh, that's an old phone number.

Speaker speaker_1: Okay. Is your current one the one you're calling from?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Uh, let's see. And... And then email is gonna be, uh, D-A-N-I-S-H-A-L-A-N-D-R-I-A96@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so you're enrolled into a couple different things. The MEC TeleRx Medical Plan, Vision, Term Life and Dental-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... all being your spouse. And it looks like it is currently active.

Speaker speaker_2: Okay. And so, yes, I was trying to... I saw the email and I know that I am still paying the benefits out of my check. And so I was trying to actually, um, see how I might be able to start using the benefits. I'm not sure how to go about it, though, because I've been on Medicaid for a long time. And so usually I just go and it's already set up. So I'm trying to see how I might go about it to start using the benefits. But I tried to set up the account, and it said that the activation was successful, but then when I tried to log in, it said the account was disabled, so...

Speaker speaker_3: Can you get me some soap?

Speaker speaker_1: Okay. Um, what website are you on?

Speaker speaker_3: What site are you on? Uh, Benefits in a Card. Can you just stop? Okay, she stopped.

Speaker speaker_1: Okay, are you on the, uh, like, the enrollment portal? Because we're just your benefits administrators.

Speaker speaker_2: Um, let me see.

Speaker speaker_1: So if you're on, uh, the website mybiac.com/trcstaffing, that's just the enrollment portal.

Speaker speaker_2: No, I'm on benefitsinacard.com.

Speaker speaker_3: No, Dad.

Speaker speaker_1: The link-

Speaker speaker_2: Sorry.

Speaker speaker_1: ... the URL says?

Speaker speaker_3: Can you say it?

Speaker speaker_2: Yeah. It says benefit... Uh, virtualcare.benefitsinacard.com.

Speaker speaker_1: Okay, so that's, that's specifically for your virtual care.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah, have you not received any of your ID cards?

Speaker speaker_2: No. I have not.

Speaker speaker_1: Okay. I will email you co- uh, the ID cards.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then, um, instructions on how to find providers and that work.

Speaker speaker_3: Can you play 10-10-10?

Speaker speaker_2: Okay.

Speaker speaker_3: This is looking great.

Speaker speaker_2: That would help a lot.

Speaker speaker_1: Give me, uh, just a few moments, if you will, so I can look those up, and I will be right back.

Speaker speaker_2: Okay, no problem.

Speaker speaker_1: All righty. Thank you so much for holding. So I just sent, um, copies of your medical, dental and vision ID card, uh, to your email.

Speaker speaker_2: Yes.

Speaker speaker_1: And then, um, with the instructions on how to find providers for each.

Speaker speaker_2: Okay. And then for the... How does it go for the life insurance?

Speaker speaker_1: Um, so like in the event of your passing, your beneficiary would get the benefit amount of 20,000.

Speaker speaker_2: Mm-hmm. Okay. And can you see who my beneficiary is?

Speaker speaker_1: Looks like a Emmanuel Edwards.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay. Thank you. And so you say you sent those over to me, my email?

Speaker speaker_1: Yep.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: You're welcome. Did you need help with anything else?

Speaker speaker_2: Uh, no, but as far as the, um, virtual care, how does that work?

Speaker speaker_1: Um, so it's just like, uh, to my knowledge, it looks like it would be... Let's see. Give me one second. Okay. So it looks like, 'cause we have two different virtual services. So it looks-

Speaker speaker_2: All right.

Speaker speaker_1: ... like it's just Virtual Urgent Care.

Speaker speaker_2: Okay. So-

Speaker speaker_1: Yeah, so you-

Speaker speaker_2: ... it's not-

Speaker speaker_1: ... typically-

Speaker speaker_2: Oh. I really don't need it, but if I did need it, then it's available?

Speaker speaker_1: Yeah. It's included in the medical plan that you have, the MEC telRx.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so typically how you would use it is you would go onto that website, virtualcare.benefitsinacard.com, and there should be an option to where you can set up an appointment from there.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay. Well, thank you. But I don't need that, that website to... I didn't need that in order to get my card, because I thought Benefits in a Card, it was like going to give me my cards that you sent over. But I don't need that website for those cards.

Speaker speaker_1: Yeah. No, that website, virtualcare.benefitsinacard.com, is specifically for the virtual care.

Speaker speaker_2: Okay.

Speaker speaker_1: The ID cards, we can always email to you, um, because we have access to that with us being your administrators. But that's not where you get the ID cards from.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And who, which company am I speaking... Is this Benefits in a Card, or is this different?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye-bye.