

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Hi, my name is Savion Garner. I just was calling because I got a thing for Benefits in a Card to, uh, activate my account. I guess I had to approve through my benefits through work. Uh, but when I had lifted, 'cause I had to call, I would probably say a couple weeks ago to make sure that, um, my wife's information was added correctly as one of the, um, dependents along with my child. It looks like on the account she was added as the main person, so the whole, like, account information is under her name and everything. And then it says that I have reached my max dependent with just my son. Okay. Um, what's the name of the agency you work for? I work for Veristella. All right, and the last four of your Social? Uh, 1681. Okay. And your first and last name? Savion Garner. Do you mind verifying your address and date of birth? Yes. So my address is 16328 Southwest Estuary Drive, and it's gonna be Apartment 201. And the zip code is 97006. My date of birth is June 4th, 1997. Okay. Phone number 208-908-11218? Correct. Okay. And then email is gonna be last name.first name@gmail.com? Correct. Okay. So what website are you looking at? Um, it was from the email that I got, and it said, uh... Here, let me get it one more time. I just had it up. Um, uh, it was an email that was sent to me from the Benefits in a Card. It was a no reply email, but it says, to my wife's name instead of mine, and it says, "Welcome to Benefits in a Card. As a member, you and your spouse now have round-o-clock access to the Benefits in a Card." And then it says that I need to activate my account with the link below. Does your spouse also I- work for Vestella? She does not. She was supposed to be listed, uh, under my insurance, 'cause I'm the one that works for Vestella, but she was supposed to be, uh, listed under my insurance with my child. Yeah, so I have your- And we- ... spouse and your child listed in our system. I'm trying to figure out specifically what, for what benefit this is, this is showing for. Uh- Is it the virtual, um, the virtual services? That might be what it is. Uh, let me see. Oh, that might be what it is. Is that virtual care, is that what it is? Okay. So the website that you're on, is it virtualcare.benefitsinacard.com? Um, I believe so. It was from an email that got sent to me yesterday. So I'm looking at the email address, and it says virtualcare@benefits.com. Okay. I, I would assume that's for the, uh, the virtual care benefits. Um- Okay. I just... Yeah. So, okay, so you went onto that website, um, and it is showing your spouse, correct, as the main- Mm-hmm. ... policy holder? Yes. I went onto the website to activate it, 'cause it said I needed to activate, um, my account today. But it has it listed under my wife's name. And, uh, when I went to do that, it just has her basically as the primary for that. That's weird. Okay. Now, I know the reason why you can't add your child, because it looks like the only thing that you have for employee plus child is the vision. Yeah. I'm sorry. I'm looking at it right now. So, um, let's see here. Uh, dashboard. Um, yeah, it just, it brings me to the page where you can schedule a consultation, urgent care, virtual primary care and everything. So it's all the virtual

stuff, like you said. Um, but when I go, to my accounts and my benefits, I, when it, go under the personal information, it just has my wife's information. Uh, but then it has my phone number and everything for her instead. And there's not a way for you to edit that or fix it? Um, I can change her phone number and stuff, but when it comes to her birth date, her name and everything, that is completely locked. Okay. Um... So unfortunately, there's nothing I can do on my end. Um, but what I'm gonna have to do is escalate it and see if maybe someone in IT can help with that? And I'll have to follow up with you, um, because I know that they have left for the evening. So, I probably won't get a response, um, today. But- All right. ... let me just make sure I'm understanding. So, you are on the website... Because I have to be very specific. So, you are on the website virtualcare.benefitsinacard.com? Yes, I am. Okay. Give me one second. Okay. So, let me make sure I'm understanding. So, when you log in, it's showing as if it is your spouse's account, not like, your account with your spouse as the dependent. Uh, yes. So, when I log in, it obviously brings me to the dashboard. Um, when I go from there just to go to, like, my account, all the personal information has, like, our current address, it has my phone number listed. But then, when it comes to the name, uh, and as well as the birthdate, those are under hers and they're locked. And then, um, for dependent-wise, it does have my son listed but for like, the, I guess you would say the primary person, it says that it's my wife instead. Okay. I'm going to ask you to run me by that one more time, but a little bit slowly. So, a little bit more slow. Okay. So you're- Okay. ... when you go to... Is it the account settings? So, I go where you have the dropdown bar on the top right. Um, I go to that and then I- What does it say? 'Cause I'm not familiar with the site myself. Okay. So, eh, when you go to, um, the page, when I clicked onto activate it and go in, um, it brings you to the member dashboard. And then, that's like, the first page that opens up. When you get there, it has the thing where you can schedule consultations and, like, primary urgent, uh, care for like, the virtual and everything. And then on the top right, it has a, a language option as well as a three-bar dropdown. So, I click on that one, and then it pops up with all the different options from, uh, dashboard, to notification, to like, all these other, like, lab results or virtual stuff like that, or it's mesha- message a doctor. But I went to the very bottom, which is My Account, and when I click on My Account, under the thing that pops up it has personal information, dependents, pharmacy and then password management. Under personal information, uh, the name under the personal information is my wife's name and then the date of birth is her date of birth. Does that make a little sense? I believe so. I'm just trying to put it together. Okay. So, when you go to My Account, under the personal information, the name listed is your spouse's name and the date of birth listed is also her date of birth- Mm-hmm. ... and it's not letting you edit them, not letting you edit either one of those? Yeah. It has a little question mark that says I cannot edit this, somebody in customer service has to edit this portion. Okay. Um... All right. Hopefully I'm explaining that well enough. I'm just trying to make sure that I got insurance coverage and then, as well, my wife and son are covered as well. So, the only thing that your s- your s- child is listed under is a vision. So, I'm not sure why your child is even listed on that virtual benefit. Uh, yeah, I have no idea. Like I said, it... I just... I had talked to somebody beforehand because they needed more information because I guess when I submitted the first application to get the benefits and the card, um, I guess for some reason, my information from my spouse did not save or get sent in. So, I had talked to somebody, they entered all the information, said that everything looked good and then I gotten that email yesterday that we're talking about right now, and I activated the account but it's all listed under my wife's name

instead of mine. Gotcha. And, uh, and then having, like I said, it says the one dependent and that's my son. But, um, I believe in the actual thing, my wife was listed as one of them. Okay. For the actual policies. So, on that same website that you're on right now it shows the only dependent being your, your son. Yes, correct. It said I- Okay. ... had reached my maximum dependents at one and that was my son that was listed. Okay. All right, let me just run this by you. Yeah. So when you go onto the account under personal information the name listed is your spouse's name, the date of birth it has listed is also your spouse's date of birth. It will not let you edit either of those. Um, there is a question mark that states that someone in customer service must edit this information. And then, also, the only dependent that is showing listed is your, uh, son. Correct. Okay. So you don't see your name anywhere on there I'm guessing? I, I do not. The only place that I did see it was, um, when I went to the dependents when it says, "How is the dependent, like, related?" It says, "How is the dependent related to me," not my wife's name, and that's the only part that I see my name on any of it. Oh, okay. Yeah, that's, that is definitely interesting. I've never heard of this happening before, so I'm not sure what is going on, um, but I will definitely go ahead and relay this to IT and see if there's someone, um, in IT that can fix that for you. Um, but just, like, like I said, just to reiterate, um, so that benefit should just be for you and your spouse because it comes with, um, I believe it comes with the medical plan that you have. Let me double-check. Yes, it comes with the medical plan that you have, the VIP Standard bundle, which is just for you and your spouse. So I'm, I'm really confused as to why your child's even listed on that. Um, I don't know. Maybe something happened in the processing of it. Um, but I will go ahead and try and get that updated for you. Okay. Thank you so much. Yeah, you're welcome. Uh, was there anything else that you might need help with in the meantime? Uh, no. It was just that. Trying to get that figured out. Okay. Um, as soon as I get an update on it, I will give you a call back. And if I don't get you on the phone, I'll just leave a voicemail for you. Okay. Sounds great. Alrighty. You have a wonderful day. You too. Thank you. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, my name is Savion Garner. I just was calling because I got a thing for Benefits in a Card to, uh, activate my account. I guess I had to approve through my benefits through work. Uh, but when I had lifted, 'cause I had to call, I would probably say a couple weeks ago to make sure that, um, my wife's information was added correctly as one of the, um, dependents along with my child. It looks like on the account she was added as the main person, so the whole, like, account information is under her name and everything. And then it says that I have reached my max dependent with just my son.

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

Speaker speaker_1: I work for Veristella.

Speaker speaker_0: All right, and the last four of your Social?

Speaker speaker_1: Uh, 1681.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Savion Garner.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: Yes. So my address is 16328 Southwest Estuary Drive, and it's gonna be Apartment 201. And the zip code is 97006. My date of birth is June 4th, 1997.

Speaker speaker_0: Okay. Phone number 208-908-11218?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. And then email is gonna be last name.first name@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So what website are you looking at?

Speaker speaker_1: Um, it was from the email that I got, and it said, uh... Here, let me get it one more time. I just had it up. Um, uh, it was an email that was sent to me from the Benefits in a Card. It was a no reply email, but it says, to my wife's name instead of mine, and it says, "Welcome to Benefits in a Card. As a member, you and your spouse now have round-o-clock access to the Benefits in a Card." And then it says that I need to activate my account with the link below.

Speaker speaker_0: Does your spouse also l- work for Vestella?

Speaker speaker_1: She does not. She was supposed to be listed, uh, under my insurance, 'cause I'm the one that works for Vestella, but she was supposed to be, uh, listed under my insurance with my child.

Speaker speaker_0: Yeah, so I have your-

Speaker speaker_1: And we-

Speaker speaker_0: ... spouse and your child listed in our system. I'm trying to figure out specifically what, for what benefit this is, this is showing for.

Speaker speaker_1: Uh-

Speaker speaker_0: Is it the virtual, um, the virtual services?

Speaker speaker_1: That might be what it is. Uh, let me see. Oh, that might be what it is. Is that virtual care, is that what it is?

Speaker speaker_0: Okay. So the website that you're on, is it virtualcare.benefitsinacard.com?

Speaker speaker_1: Um, I believe so. It was from an email that got sent to me yesterday. So I'm looking at the email address, and it says virtualcare@benefits.com.

Speaker speaker_0: Okay. I, I would assume that's for the, uh, the virtual care benefits. Um-

Speaker speaker_1: Okay. I just... Yeah.

Speaker speaker_0: So, okay, so you went onto that website, um, and it is showing your spouse, correct, as the main-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... policy holder?

Speaker speaker_1: Yes. I went onto the website to activate it, 'cause it said I needed to activate, um, my account today. But it has it listed under my wife's name. And, uh, when I went to do that, it just has her basically as the primary for that.

Speaker speaker_0: That's weird. Okay. Now, I know the reason why you can't add your child, because it looks like the only thing that you have for employee plus child is the vision.

Speaker speaker_1: Yeah. I'm sorry. I'm looking at it right now. So, um, let's see here. Uh, dashboard. Um, yeah, it just, it brings me to the page where you can schedule a consultation, urgent care, virtual primary care and everything. So it's all the virtual stuff, like you said. Um, but when I go, to my accounts and my benefits, I, when it, go under the personal information, it just has my wife's information. Uh, but then it has my phone number and everything for her instead.

Speaker speaker_0: And there's not a way for you to edit that or fix it?

Speaker speaker_1: Um, I can change her phone number and stuff, but when it comes to her birth date, her name and everything, that is completely locked.

Speaker speaker_0: Okay. Um... So unfortunately, there's nothing I can do on my end. Um, but what I'm gonna have to do is escalate it and see if maybe someone in IT can help with that? And I'll have to follow up with you, um, because I know that they have left for the evening. So, I probably won't get a response, um, today. But-

Speaker speaker_1: All right.

Speaker speaker_0: ... let me just make sure I'm understanding. So, you are on the website... Because I have to be very specific. So, you are on the website virtualcare.benefitsinacard.com?

Speaker speaker_1: Yes, I am.

Speaker speaker_0: Okay. Give me one second. Okay. So, let me make sure I'm understanding. So, when you log in, it's showing as if it is your spouse's account, not like, your account with your spouse as the dependent.

Speaker speaker_1: Uh, yes. So, when I log in, it obviously brings me to the dashboard. Um, when I go from there just to go to, like, my account, all the personal information has, like, our current address, it has my phone number listed. But then, when it comes to the name, uh, and as well as the birthdate, those are under hers and they're locked. And then, um, for

dependent-wise, it does have my son listed but for like, the, I guess you would say the primary person, it says that it's my wife instead.

Speaker speaker_0: Okay. I'm going to ask you to run me by that one more time, but a little bit slowly. So, a little bit more slow. Okay. So you're-

Speaker speaker_1: Okay.

Speaker speaker_0: ... when you go to... Is it the account settings?

Speaker speaker_1: So, I go where you have the dropdown bar on the top right. Um, I go to that and then I-

Speaker speaker_0: What does it say? 'Cause I'm not familiar with the site myself.

Speaker speaker_1: Okay. So, eh, when you go to, um, the page, when I clicked onto activate it and go in, um, it brings you to the member dashboard. And then, that's like, the first page that opens up. When you get there, it has the thing where you can schedule consultations and, like, primary urgent, uh, care for like, the virtual and everything. And then on the top right, it has a, a language option as well as a three-bar dropdown. So, I click on that one, and then it pops up with all the different options from, uh, dashboard, to notification, to like, all these other, like, lab results or virtual stuff like that, or it's mesha- message a doctor. But I went to the very bottom, which is My Account, and when I click on My Account, under the thing that pops up it has personal information, dependents, pharmacy and then password management. Under personal information, uh, the name under the personal information is my wife's name and then the date of birth is her date of birth. Does that make a little sense?

Speaker speaker_0: I believe so. I'm just trying to put it together. Okay. So, when you go to My Account, under the personal information, the name listed is your spouse's name and the date of birth listed is also her date of birth-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... and it's not letting you edit them, not letting you edit either one of those?

Speaker speaker_1: Yeah. It has a little question mark that says I cannot edit this, somebody in customer service has to edit this portion.

Speaker speaker_0: Okay. Um...

Speaker speaker_1: All right. Hopefully I'm explaining that well enough. I'm just trying to make sure that I got insurance coverage and then, as well, my wife and son are covered as well.

Speaker speaker_0: So, the only thing that your s- your s- child is listed under is a vision. So, I'm not sure why your child is even listed on that virtual benefit.

Speaker speaker_1: Uh, yeah, I have no idea. Like I said, it... I just... I had talked to somebody beforehand because they needed more information because I guess when I submitted the first application to get the benefits and the card, um, I guess for some reason, my information from my spouse did not save or get sent in. So, I had talked to somebody, they entered all the

information, said that everything looked good and then I gotten that email yesterday that we're talking about right now, and I activated the account but it's all listed under my wife's name instead of mine.

Speaker speaker_0: Gotcha.

Speaker speaker_1: And, uh, and then having, like I said, it says the one dependent and that's my son. But, um, I believe in the actual thing, my wife was listed as one of them.

Speaker speaker_0: Okay.

Speaker speaker_1: For the actual policies.

Speaker speaker_0: So, on that same website that you're on right now it shows the only dependent being your, your son.

Speaker speaker_1: Yes, correct. It said I-

Speaker speaker_0: Okay.

Speaker speaker_1: ... had reached my maximum dependents at one and that was my son that was listed.

Speaker speaker_0: Okay. All right, let me just run this by you.

Speaker speaker_1: Yeah.

Speaker speaker_0: So when you go onto the account under personal information the name listed is your spouse's name, the date of birth it has listed is also your spouse's date of birth. It will not let you edit either of those. Um, there is a question mark that states that someone in customer service must edit this information. And then, also, the only dependent that is showing listed is your, uh, son.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So you don't see your name anywhere on there I'm g- I'm guessing?

Speaker speaker_1: I, I do not. The only place that I did see it was, um, when I went to the dependents when it says, "How is the dependent, like, related?" It says, "How is the dependent related to me," not my wife's name, and that's the only part that I see my name on any of it.

Speaker speaker_0: Oh, okay. Yeah, that's, that is definitely interesting. I've never heard of this happening before, so I'm not sure what is going on, um, but I will definitely go ahead and relay this to IT and see if there's someone, um, in IT that can fix that for you. Um, but just, like, like I said, just to reiterate, um, so that benefit should just be for you and your spouse because it comes with, um, I believe it comes with the medical plan that you have. Let me double-check. Yes, it comes with the medical plan that you have, the VIP Standard bundle, which is just for you and your spouse. So I'm, I'm really confused as to why your child's even listed on that. Um, I don't know. Maybe something happened in the processing of it. Um, but I

will go ahead and try and get that updated for you.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: Yeah, you're welcome. Uh, was there anything else that you might need help with in the meantime?

Speaker speaker_1: Uh, no. It was just that. Trying to get that figured out.

Speaker speaker_0: Okay. Um, as soon as I get an update on it, I will give you a call back. And if I don't get you on the phone, I'll just leave a voicemail for you.

Speaker speaker_1: Okay. Sounds great.

Speaker speaker_0: Alrighty. You have a wonderful day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.