

Transcript: VICTORIA

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hi, Victoria. This is Jose. I'm calling because I believe I signed up for benefits through my job. Uh, I was going through my email to see what company it was and I'm assuming it's this one. Uh, is there any chance that you can help me? 'Cause I was trying to s- go see a clinic or a doctor and I tried logging on to my portal or signing on and it's saying that it's been disabled. Okay. Um, what's the name of the agency you work for? It's, uh, I believe it was Terra and they just, uh, changed it to Vers-Verstella. Okay, and the last four of your Social? 7276. And your first and last name? Jose Galindo. Do you mind verifying your address and date of birth? 1627 West Darrell Road, Phoenix, Arizona 85041. Date of birth 02/28/1994. Phone number 480-859-8667? Correct. And then email is joegalindo94@gmail.com? Yeah. Okay. Now, the email that you got, was it just for the virtual care benefit? Hmm, let's see. Is that what you're trying to log onto, is virtualcare.benefitsinacard.com? Uh... Hmm. I lost the email. Let me look for it again. Okay. Okay, the virtual... Yeah, so I just hit the, uh, icon that says Benefits In a Card. And that's- it says email and password, which I put email and I believe I put a password and then I put "forgot password?" But it says that the account has been disabled. And you're on the virtualcare.benefitsinacard.com? Let's see. So what is- Let me ask you this. What are you trying to do? Are you just trying to get your ID cards? Yeah, yeah. Um, so I can go and, you know, they're gonna ask me for my c- insurance card. It is, it says virtualcare.benefitsinacard.com. Okay, yeah. That's specifically for the virtual care benefits. Okay. So, like, if you saw a doctor online. Now, that might not be working because I'm not showing your coverage being active for this week. We haven't received a payroll deduction. Okay, yeah. It's something to do with my job and I wanted to call them, um, with their payroll since I don't know what's going on and I wanted to see if it affected, uh, my insurance. And I guess it has. Yeah, so- Do you know if my medical's been affected too? Yeah. This is for everything that you're enrolled into. Hmm. So, whenever there's an issue with payroll or whenever you're not on, you know, currently working, if for whatever reason we don't get a payroll deduction, the only way to make the coverage active for the week is to call us and make a direct payment for it. Um, so the only way that this week will be active is if you make a payment for it directly with us or if they do end up making a deduction out of, uh, last week's check. Okay, so for- in your system it shows that you guys haven't taken it, uh, si- from the payroll, right? From my- We haven't received- ... side or whatever? Yeah. We haven't received a, a deduction for this week and like I said, that deduction would have been made out of last week's check. Yeah, it's been since last week. Okay. That's actually good to know 'cause I'ma call them again and, uh, see how long it should take. Uh, maybe I should- Well, really you can look on your pay stub from last week. If you have access to your pay stub, it will

show you if a deduction was made or not. Now, it might be our systems may not be showing that 'cause I'm not sure how long it takes for us to get that information. It really just depends on the client, like the staffing agency itself. Mm-hmm. But if they did not make that deduction out of your check last week, the only way to make the coverage active for this week is to make a direct payment with us. Okay, I see. Yeah, I'm looking at the pay stub. Like, they supposedly paid me but I haven't seen anything deposited on my checking, um, but it doesn't show that they even did the, uh, employee deductions. But okay. Awesome, I guess I'ma have to talk to them. Thank you so much for your help. Yeah, and I can also email you copies of your ID cards. Now, it looks like the enrollment itself just became active last week, so you should be getting the ID card for your dental in the mail, um, soon. It's probably on the way to you. The medical, they typically only send that by email. Oh, yeah. If you could go ahead and do that 'cause if they're not gonna be able to pay me 'til Friday, then I might have to call you guys back and just, uh, make that weekly payment myself. Okay, that's fine. Yeah, I'll definitely send you copies of your ID cards. Awesome. Thank you so much. You're welcome. You have a wonderful day. You as well. 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 on a Card, this is Victoria. How can I help you?

Speaker speaker_2: Hi, Victoria. This is Jose. I'm calling because I believe I signed up for benefits through my job. Uh, I was going through my email to see what company it was and I'm assuming it's this one. Uh, is there any chance that you can help me? 'Cause I was trying to s- go see a clinic or a doctor and I tried logging on to my portal or signing on and it's saying that it's been disabled.

Speaker speaker_1: Okay. Um, what's the name of the agency you work for?

Speaker speaker_2: It's, uh, I believe it was Terra and they just, uh, changed it to Vers-Verstella.

Speaker speaker_1: Okay, and the last four of your Social?

Speaker speaker_2: 7276.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Jose Galindo.

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

Speaker speaker_2: 1627 West Darrell Road, Phoenix, Arizona 85041. Date of birth 02/28/1994.

Speaker speaker_1: Phone number 480-859-8667?

Speaker speaker_2: Correct.

Speaker speaker_1: And then email is joegalindo94@gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Now, the email that you got, was it just for the virtual care benefit?

Speaker speaker_2: Hmm, let's see.

Speaker speaker_1: Is that what you're trying to log onto, is virtualcare.benefitsinacard.com?

Speaker speaker_2: Uh... Hmm. I lost the email. Let me look for it again.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay, the virtual... Yeah, so I just hit the, uh, icon that says Benefits In a Card. And that's- it says email and password, which I put email and I believe I put a password and then I put "forgot password?" But it says that the account has been disabled.

Speaker speaker_1: And you're on the virtualcare.benefitsinacard.com?

Speaker speaker_2: Let's see.

Speaker speaker_1: So what is- Let me ask you this. What are you trying to do? Are you just trying to get your ID cards?

Speaker speaker_2: Yeah, yeah. Um, so I can go and, you know, they're gonna ask me for my c- insurance card. It is, it says virtualcare.benefitsinacard.com.

Speaker speaker_1: Okay, yeah. That's specifically for the virtual care benefits.

Speaker speaker_2: Okay.

Speaker speaker_1: So, like, if you saw a doctor online. Now, that might not be working because I'm not showing your coverage being active for this week. We haven't received a payroll deduction.

Speaker speaker_2: Okay, yeah. It's something to do with my job and I wanted to call them, um, with their payroll since I don't know what's going on and I wanted to see if it affected, uh, my insurance. And I guess it has.

Speaker speaker_1: Yeah, so-

Speaker speaker_2: Do you know if my medical's been affected too?

Speaker speaker_1: Yeah. This is for everything that you're enrolled into.

Speaker speaker_2: Hmm.

Speaker speaker_1: So, whenever there's an issue with payroll or whenever you're not on, you know, currently working, if for whatever reason we don't get a payroll deduction, the only way to make the coverage active for the week is to call us and make a direct payment for it. Um, so the only way that this week will be active is if you make a payment for it directly with us

or if they do end up making a deduction out of, uh, last week's check.

Speaker speaker_2: Okay, so for- in your system it shows that you guys haven't taken it, uh, si- from the payroll, right? From my-

Speaker speaker_1: We haven't received-

Speaker speaker_2: ...

Speaker speaker_3: side or whatever?

Speaker speaker_1: Yeah. We haven't received a, a deduction for this week and like I said, that deduction would have been made out of last week's check.

Speaker speaker_2: Yeah, it's been since last week. Okay. That's actually good to know 'cause I'ma call them again and, uh, see how long it should take. Uh, maybe I should-

Speaker speaker_1: Well, really you can look on your pay stub from last week. If you have access to your pay stub, it will show you if a deduction was made or not. Now, it might be our systems may not be showing that 'cause I'm not sure how long it takes for us to get that information. It really just depends on the client, like the staffing agency itself.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: But if they did not make that deduction out of your check last week, the only way to make the coverage active for this week is to make a direct payment with us.

Speaker speaker_2: Okay, I see. Yeah, I'm looking at the pay stub. Like, they supposedly paid me but I haven't seen anything deposited on my checking, um, but it doesn't show that they even did the, uh, employee deductions. But okay. Awesome, I guess I'ma have to talk to them. Thank you so much for your help.

Speaker speaker_1: Yeah, and I can also email you copies of your ID cards. Now, it looks like the enrollment itself just became active last week, so you should be getting the ID card for your dental in the mail, um, soon. It's probably on the way to you. The medical, they typically only send that by email.

Speaker speaker_2: Oh, yeah. If you could go ahead and do that 'cause if they're not gonna be able to pay me 'til Friday, then I might have to call you guys back and just, uh, make that weekly payment myself.

Speaker speaker_1: Okay, that's fine. Yeah, I'll definitely send you copies of your ID cards.

Speaker speaker_2: Awesome. Thank you so much.

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

Speaker speaker_2: You as well. Bye.

Speaker speaker_1: Bye-bye.