

Transcript: VICTORIA

Taylor-6516990543970304-4799220924071936

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is how can I help you? Yes, I just tried to sign in online and it says my account is disabled. Okay. Um, what's the name of the agency you're working through? It's Harris- or Versitello. Okay. Uh, and what website are you on? Pardon? What website are you on? Are you on the Benefits on a Card website? Yes. Okay. To like, get enrolled into benefits? Well, I'm just enrolled in the benefits and I was signing back in to see when I, like, see the card information, but it won't let me sign in. Okay. Um, let me pull up your file. What's the last four of your Social? 1538. And, uh, first name and last name? Tara Lutton. Gotcha. Do you mind verifying your address and date of birth? 10670, uh, 14th Avenue Southwest, Apartment 517, Seattle, Washington 98146. Uh, the date of birth is 2/6/96. And then phone number 206-280-0642? Yes. Email is, uh, first name.a.last name@gmail.com? Yes. Okay. So you're just trying to get, like, your ID cards? For your- Yes. ... medical- Yeah. ... dental and vision? Medical, dental and vision and the FreeRx. So, for the FreeRx ID card, you have to actually go onto the FreeRx website. Okay. And set up your account, and then once you get your account set up, it should be on the dashboard of, you know, when you log in, it's right on the dashboard. Um, which I believe they email you instructions on how to set up the FreeRx account. Okay. Um, if you don't see it in your normal inbox, make sure to check in your junk or spam, because sometimes it goes there. But let me look up- Okay. ... the, uh, medical, dental and vision ID cards and I can email those to you. Okay. I'll be right back. All right. Thank you. Ugh. All righty, thank you so much for holding. So I was able to email your dental and vision ID card. For whatever reason, we're still waiting on the ID card for your medical plan, so I'm gonna have to follow up with you on that. I'm just gonna reach out to upper management and see what's going on and why we don't have the medical ID card yet. And then once I get that, I can follow back up with you. Okay, that sounds good. Um, but like I said, I was able to email the dental and the vision. Um, did you find a- any email that may have came from FreeRx? No, but I was able to get my card. Oh, okay. I was able to just go to the website s- and sign in, 'cause I've had FreeRx before. Gotcha. Okay, perfect. So I think it was just reinstated my account. Okay. All righty, well, I will go ahead and see what's going on with your medical ID card, and then as soon as I get a copy of that, I will follow back up with you. Okay. Um, is there a reason my account is disabled online? Honestly, uh, not that I'm aware of. Um, are you on my, uh, bic.com/terastaffing? I'm on virtualcare.benefitswithacard.com. Okay. So that's something completely different. I believe that is for- Okay. ... the, um... Let me pull it up. Give me one second. Yeah, that's for the virtual- Okay. ... primary care benefit that comes with your medical plan. Okay. I w- I was able to get to the, uh, the website you said that was through Versatel and it's showing everything that it's supposed to have, so... Yeah, and your coverage is currently active. Were you trying to use a virtual, um, primary care benefit? Uh, I just picked

up some prescriptions and I need to, uh, I guess, submit that for billing, because I didn't have any of my information, but that's just gonna be through f- FreeRx for that, right? Yeah. Okay. Yeah, the virtual primary care is just, like, uh, a virtual primary care visit. But I don't know why it would... I mean, if you're not needing to use that right now, that's fine. I'm not sure why you would get that error code though, because your coverage is showing active. Um... That's interesting. Okay. Yeah. If you're wanting to just pick up prescriptions and use your FreeRx, um, benefit, there is instructions on the FreeRx website, um, for, like, uh, home delivery and it shows how the providers can send over that prescription. Okay. Mm-hmm. All right. Well, thank you. You're welcome. You have a wonderful day. All right, you too. Bye-bye. Thank you. 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 how can I help you?

Speaker speaker_2: Yes, I just tried to sign in online and it says my account is disabled.

Speaker speaker_1: Okay. Um, what's the name of the agency you're working through?

Speaker speaker_2: It's Harris- or Versitello.

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

Speaker speaker_2: Pardon?

Speaker speaker_1: What website are you on? Are you on the Benefits on a Card website?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. To like, get enrolled into benefits?

Speaker speaker_2: Well, I'm just enrolled in the benefits and I was signing back in to see when I, like, see the card information, but it won't let me sign in.

Speaker speaker_1: Okay. Um, let me pull up your file. What's the last four of your Social?

Speaker speaker_2: 1538.

Speaker speaker_1: And, uh, first name and last name?

Speaker speaker_2: Tara Lutton.

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

Speaker speaker_2: 10670, uh, 14th Avenue Southwest, Apartment 517, Seattle, Washington 98146. Uh, the date of birth is 2/6/96.

Speaker speaker_1: And then phone number 206-280-0642?

Speaker speaker_2: Yes.

Speaker speaker_1: Email is, uh, first name.a.last name@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So you're just trying to get, like, your ID cards? For your-

Speaker speaker_2: Yes.

Speaker speaker_1: ... medical-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... dental and vision?

Speaker speaker_2: Medical, dental and vision and the FreeRx.

Speaker speaker_1: So, for the FreeRx ID card, you have to actually go onto the FreeRx website.

Speaker speaker_2: Okay.

Speaker speaker_1: And set up your account, and then once you get your account set up, it should be on the dashboard of, you know, when you log in, it's right on the dashboard. Um, which I believe they email you instructions on how to set up the FreeRx account.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, if you don't see it in your normal inbox, make sure to check in your junk or spam, because sometimes it goes there. But let me look up-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the, uh, medical, dental and vision ID cards and I can email those to you.

Speaker speaker_2: Okay.

Speaker speaker_1: I'll be right back.

Speaker speaker_2: All right. Thank you. Ugh.

Speaker speaker_1: All righty, thank you so much for holding. So I was able to email your dental and vision ID card. For whatever reason, we're still waiting on the ID card for your medical plan, so I'm gonna have to follow up with you on that. I'm just gonna reach out to upper management and see what's going on and why we don't have the medical ID card yet. And then once I get that, I can follow back up with you.

Speaker speaker_2: Okay, that sounds good.

Speaker speaker_1: Um, but like I said, I was able to email the dental and the vision. Um, did you find a- any email that may have came from FreeRx?

Speaker speaker_2: No, but I was able to get my card.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: I was able to just go to the website s- and sign in, 'cause I've had FreeRx before.

Speaker speaker_1: Gotcha. Okay, perfect.

Speaker speaker_2: So I think it was just reinstated my account.

Speaker speaker_1: Okay. All righty, well, I will go ahead and see what's going on with your medical ID card, and then as soon as I get a copy of that, I will follow back up with you.

Speaker speaker_2: Okay. Um, is there a reason my account is disabled online?

Speaker speaker_1: Honestly, uh, not that I'm aware of. Um, are you on my, uh, bic.com/terastaffing?

Speaker speaker_2: I'm on virtualcare.benefitswithacard.com.

Speaker speaker_1: Okay. So that's something completely different. I believe that is for-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the, um... Let me pull it up. Give me one second. Yeah, that's for the virtual-

Speaker speaker_2: Okay.

Speaker speaker_1: ... primary care benefit that comes with your medical plan.

Speaker speaker_2: Okay. I w- I was able to get to the, uh, the website you said that was through Versatel and it's showing everything that it's supposed to have, so...

Speaker speaker_1: Yeah, and your coverage is currently active. Were you trying to use a virtual, um, primary care benefit?

Speaker speaker_2: Uh, I just picked up some prescriptions and I need to, uh, I guess, submit that for billing, because I didn't have any of my information, but that's just gonna be through f- FreeRx for that, right?

Speaker speaker_1: Yeah.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah, the virtual primary care is just, like, uh, a virtual primary care visit. But I don't know why it would... I mean, if you're not needing to use that right now, that's fine. I'm not sure why you would get that error code though, because your coverage is showing active. Um... That's interesting.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah. If you're wanting to just pick up prescriptions and use your FreeRx, um, benefit, there is instructions on the FreeRx website, um, for, like, uh, home delivery and it shows how the providers can send over that prescription.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: All right. Well, thank you.

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

Speaker speaker_2: All right, you too. Bye-bye.

Speaker speaker_1: Thank you. Bye-bye.