Transcript: Chris Sofield (deactivated)-4709748711571456-4770312179630080

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Hey. How you doing? My account says it's disabled. Your account says it was disabled, okay? Um, are you talking about a... like, a, like, your account for the virtual care program, or...? Yes, sir. Okay. What staffing company do you work with? Benefits in a Card. What, what staffing company do you work with ma'am? Surge Staffing. Surge. And the last four of your Social? 0318. Okay. And your first and last name? I'm sorry? What's your first and last name, ma'am? Nakyra Gordon. Thank you. Ms. Gordon, can you verify your address and your date of birth? 3336 Brookside Rain, Jonesboro, Georgia 30236. July 31st, 2005. Thank you. We have a phone on file of 312-366-7024. Is that correct? Yes, sir. And an email on file of cyraa.gordon@gmail.com? Yes, sir. Okay. And then just to confirm, you... whenever you try to go onto the virtual care portal and log in, you're just getting an error message stating that your account has been disabled? Yes, sir. All right, one moment. Okay. All right. So what I'll do, I'll send an email to our IT team and see if they can look into seeing why that's happening, because as far as I can tell, your coverage is not lapsed at all, so there shouldn't be any issues with you using the virtual care benefits. Um, so we'll, we'll reach out to them, have them take a look at, at it. Give us about 24 to 48 business hours and we'll be... and we'll be back in touch with you to let you know what we find out. Okay? I have... I have another question. Okay. Are you all a part of that Rx, the Medicare Rx thing? Medicare Rx? No. We're, we're... we have nothing to do with Medicare. Okay, so y- you all don't charge for y'all fees? So, the plan that I see that you have is the MEC teleRx, which is preventative care services and includes the virtual care and then a membership to FreeRx. But if it's Medicare Rx, we have nothing to do with that. Okay. So is there a way that I can cancel this? Like, I don't want the Medicare. I'm not using it. The- I have insurance. Okay, so just so you are aware, canceling the plan that you have through Surge will also cancel the virtual care benefits. Yeah, that's... that's... I want to cancel this plan. Like, I don't want it. I don't want to pay for this. Okay then, so the... all right. We can make a new I'm not canceling my assignment, I'm just canceling this. No, I, I understand that ma'am. I just want to make sure that, that we're doing what you want, because originally you had wanted us to look into reactivating your virtual care portal through, through the Benefits in a Card virtual care, but now you're asking to cancel it entirely. So I'm just trying to make sure that we understand- Yes. ... what's... what the request is. Okay. So we can do that- I apologize. I just... I'm sorry to cut you off, but I apologize. I didn't want to... I was gonna just go ahead and do it through the app if I could, but when you said it was 24 to 48 hours, I just figured why waste their time when I'm gonna cancel it? So I just went ahead and just tried to go through this process if I could over the phone. Okay. Yeah. We can start the cancellation process for you. Just be aware, cancellation does take one to two weeks to fully process. It's got to go

through Surge's payroll team as well. During this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage, but you won't see any more than two at the most. Okay. All right. Anything else? That is, yeah. All right. Thanks for calling and have a good day. You as well. All right. Bye now.

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 Chris. How can I help you today?

Speaker speaker_2: Hey. How you doing? My account says it's disabled.

Speaker speaker_1: Your account says it was disabled, okay? Um, are you talking about a... like, a, like, your account for the virtual care program, or...?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Benefits in a Card.

Speaker speaker_1: What, what staffing company do you work with ma'am?

Speaker speaker_2: Surge Staffing.

Speaker speaker_1: Surge. And the last four of your Social?

Speaker speaker_2: 0318.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: What's your first and last name, ma'am?

Speaker speaker_2: Nakyra Gordon.

Speaker speaker_1: Thank you. Ms. Gordon, can you verify your address and your date of birth?

Speaker speaker_2: 3336 Brookside Rain, Jonesboro, Georgia 30236. July 31st, 2005.

Speaker speaker_1: Thank you. We have a phone on file of 312-366-7024. Is that correct?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And an email on file of cyraa.gordon@gmail.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. And then just to confirm, you... whenever you try to go onto the virtual care portal and log in, you're just getting an error message stating that your account has been disabled?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right, one moment. Okay. All right. So what I'll do, I'll send an email to our IT team and see if they can look into seeing why that's happening, because as far as I can tell, your coverage is not lapsed at all, so there shouldn't be any issues with you using the virtual care benefits. Um, so we'll, we'll reach out to them, have them take a look at, at it. Give us about 24 to 48 business hours and we'll be... and we'll be back in touch with you to let you know what we find out. Okay?

Speaker speaker_2: I have... I have another question.

Speaker speaker_1: Okay.

Speaker speaker_2: Are you all a part of that Rx, the Medicare Rx thing?

Speaker speaker_1: Medicare Rx? No. We're, we're... we have nothing to do with Medicare.

Speaker speaker_2: Okay, so y- you all don't charge for y'all fees?

Speaker speaker_1: So, the plan that I see that you have is the MEC teleRx, which is preventative care services and includes the virtual care and then a membership to FreeRx. But if it's Medicare Rx, we have nothing to do with that.

Speaker speaker_2: Okay. So is there a way that I can cancel this? Like, I don't want the Medicare. I'm not using it.

Speaker speaker_1: The-

Speaker speaker_2: I have insurance.

Speaker speaker_1: Okay, so just so you are aware, canceling the plan that you have through Surge will also cancel the virtual care benefits.

Speaker speaker_2: Yeah, that's... that's... I want to cancel this plan. Like, I don't want it. I don't want to pay for this.

Speaker speaker_1: Okay then, so the... all right. We can make a new I'm not canceling my assignment, I'm just canceling this. No, I, I understand that ma'am. I just want to make sure that, that we're doing what you want, because originally you had wanted us to look into reactivating your virtual care portal through, through the Benefits in a Card virtual care, but now you're asking to cancel it entirely. So I'm just trying to make sure that we understand-

Speaker speaker_2: Yes.

Speaker speaker_1: ... what's... what the request is. Okay. So we can do that-

Speaker speaker_2: I apologize. I just... I'm sorry to cut you off, but I apologize. I didn't want to... I was gonna just go ahead and do it through the app if I could, but when you said it was

24 to 48 hours, I just figured why waste their time when I'm gonna cancel it? So I just went ahead and just tried to go through this process if I could over the phone.

Speaker speaker_1: Okay. Yeah. We can start the cancellation process for you. Just be aware, cancellation does take one to two weeks to fully process. It's got to go through Surge's payroll team as well. During this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage, but you won't see any more than two at the most.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: That is, yeah.

Speaker speaker_1: All right. Thanks for calling and have a good day.

Speaker speaker_2: You as well.

Speaker speaker_1: All right. Bye now.