

## Transcript: Chris Sofield

(deactivated)-5127439637856256-6222276059512832

### Full Transcript

Hey, uh, this is Chris. How can I help you today? Yes, uh, I was wondering, uh, if you could, uh, set... give my wife, uh, access to the same stuff I have access to, like far as getting all the, uh, getting on the app and, uh, like talking to somebody, or finding a doctor. Just, the same access I have, 'cause she's, uh, she's on my plan, but she don't have, like, the access like I got. Okay. Um. All right, let me pull your file up and see what you're enrolled into and everything, and then see if there's any further access that needs to be done like that. Uh, what staffing company do you work with? Brown. And the last four of your Social? 6726. And your first and last name? Roderick. R-O-D-E-R-I-C-K Brown. Okay. Can you verify your address and your date of birth for me? 713 Hawthorne Drive, Oxonacourt, Kentucky, uh, 4/19/85. On file we have is 678-532-1181, is that correct? Yes. Okay. And... I asked for, like, an email where, uh, y'all send the email and it's in the email and then you click on the email and then you, it's like a green box you click on- Okay. So, any emails are... Any emails are most likely automated, uh, without knowing, like, what exactly was within the email that you received, I couldn't say definitively what that's about. Um- Yeah. But they- It's called the, uh, it's the New Benefit Announcement Active... "Activate your benefits in a card account." Does it, does it- And it says, "Account... Activate your account today." And it's like a green box you click and then when you click it, it pops up your, uh, benefits and stuff. Okay. But the website that directs you to, is that virtualcare.benefitsandcard.com? It's, uh, it's a no reply version- No, no, no, not the email, not the email address. When you click the button to do... or the link or whatever it is, it takes you to what? Virtualcare.benefitsandcard.com, or is it a different website? What, what does that take you to? Well, it says, "Benefits in a card," and then it got my name, and then like I said, you click the green button. It says, "Welcome to Benefits In A Card. As a member, you and your spouse now have round-the-clock access to US-based licensed providers for phone and video consultation." Okay. Okay. "To get started, please follow the- " So that's for the virtual care? Okay. Yeah. All right. And you said that your wife is unable to use the virtual care benefits? Right. Like, I want this type of email sent to her phone where she can do the same thing I can do, if it's possible. I'll check. As far as I'm aware, I believe she may just use all of your information but I'll, I'll double-check that. Do you mind holding? Okay. Well, well, well. Look who's here. Hey. All right. Hi, Mr. Brown? Yes. Hey, thanks for holding. I appreciate your patience. Okay. Um, yeah, so what we'll do then is- ... uh, because your, your, your spouse should have automatically gotten an email to be able to sign up for the, uh, Urgent Care benefits as well. Uh, if she didn't, then I'll send a, an email to our, uh, to our back office here and get that sent back out to her. What's her email address? It's, uh, cadanabrown@gmail.com. Cadanabrown@gmail.com? Yes. Okay. All right. So, I will, um, I'll get that se- uh, sorry, I'll get that email sent out to our back office team and see if they can't get that sent back out to her, and then, uh, she should receive it within the next 24 hours or

so. Okay, thank you. No problem. Anything else? No, that's it. Appreciate it. Oh, you're welcome. Thanks for calling. Have a good today. All right.

## Conversation Format

Speaker speaker\_0: Hey, uh, this is Chris. How can I help you today?

Speaker speaker\_1: Yes, uh, I was wondering, uh, if you could, uh, set... give my wife, uh, access to the same stuff I have access to, like far as getting all the, uh, getting on the app and, uh, like talking to somebody, or finding a doctor. Just, the same access I have, 'cause she's, uh, she's on my plan, but she don't have, like, the access like I got.

Speaker speaker\_0: Okay. Um. All right, let me pull your file up and see what you're enrolled into and everything, and then see if there's any further access that needs to be done like that. Uh, what staffing company do you work with?

Speaker speaker\_1: Brown.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 6726.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Roderick. R-O-D-E-R-I-C-K Brown.

Speaker speaker\_0: Okay. Can you verify your address and your date of birth for me?

Speaker speaker\_1: 713 Hawthorne Drive, Oxonacourt, Kentucky, uh, 4/19/85.

Speaker speaker\_0: On file we have is 678-532-1181, is that correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And... I asked for, like, an email where, uh, y'all send the email and it's in the email and then you click on the email and then you, it's like a green box you click on- Okay. So, any emails are... Any emails are most likely automated, uh, without knowing, like, what exactly was within the email that you received, I couldn't say definitively what that's about. Um-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: But they-

Speaker speaker\_1: It's called the, uh, it's the New Benefit Announcement Active... "Activate your benefits in a card account."

Speaker speaker\_0: Does it, does it-

Speaker speaker\_1: And it says, "Account... Activate your account today." And it's like a green box you click and then when you click it, it pops up your, uh, benefits and stuff.

Speaker speaker\_0: Okay. But the website that directs you to, is that virtualcare.benefitsandcard.com?

Speaker speaker\_1: It's, uh, it's a no reply version-

Speaker speaker\_0: No, no, no, not the email, not the email address. When you click the button to do... or the link or whatever it is, it takes you to what?

Virtualcare.benefitsandcard.com, or is it a different website? What, what does that take you to?

Speaker speaker\_1: Well, it says, "Benefits in a card," and then it got my name, and then like I said, you click the green button. It says, "Welcome to Benefits In A Card. As a member, you and your spouse now have round-the-clock access to US-based licensed providers for phone and video consultation."

Speaker speaker\_0: Okay. Okay.

Speaker speaker\_1: "To get started, please follow the- "

Speaker speaker\_0: So that's for the virtual care? Okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right. And you said that your wife is unable to use the virtual care benefits?

Speaker speaker\_1: Right. Like, I want this type of email sent to her phone where she can do the same thing I can do, if it's possible.

Speaker speaker\_0: I'll check. As far as I'm aware, I believe she may just use all of your information but I'll, I'll double-check that. Do you mind holding?

Speaker speaker\_1: Okay.

Speaker speaker\_2: Well, well, well. Look who's here. Hey. All right.

Speaker speaker\_3: Hi, Mr. Brown?

Speaker speaker\_4: Yes.

Speaker speaker\_5: Hey, thanks for holding. I appreciate your patience. Okay. Um, yeah, so what we'll do then is- ... uh, because your, your, your spouse should have automatically gotten an email to be able to sign up for the, uh, Urgent Care benefits as well. Uh, if she didn't, then I'll send a, an email to our, uh, to our back office here and get that sent back out to her. What's her email address?

Speaker speaker\_4: It's, uh, cadanabrown@gmail.com.

Speaker speaker\_5: Cadanabrown@gmail.com?

Speaker speaker\_4: Yes.

Speaker speaker\_5: Okay. All right. So, I will, um, I'll get that se- uh, sorry, I'll get that email sent out to our back office team and see if they can't get that sent back out to her, and then, uh, she should receive it within the next 24 hours or so.

Speaker speaker\_4: Okay, thank you.

Speaker speaker\_5: No problem. Anything else?

Speaker speaker\_4: No, that's it. Appreciate it.

Speaker speaker\_5: Oh, you're welcome. Thanks for calling. Have a good today.

Speaker speaker\_4: All right.