

## **Transcript: Chris Sofield**

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### **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. I'm trying to set up an online account. Um, it's asking for my participant ID and last name, um, postal code and date of birth. I don't know what my participant ID should be, so I don't know what that is asking for. Okay. Um, what, um... First off, what website are you going to to set up this account, just to confirm? The... Yeah, the my.biac.com/partnerspersonnel. Okay. So when you went to that site, did you click on, um, Member Log In? Yeah. So originally I tried clicking on, um, Enroll/Decline, and then it was just saying that my company's not enrolling right now. But I'm new, like I... I'm, I'm a new employee so I shouldn't have to wait for an open enrollment period. Um, and then, so I tried clicking on the Create N- the membership login or whatever as well, and created my own stuff but that's not working either. So... So the, so the reason that that's not working is because the Member Log In button, the portal for that goes to... it's for vendors, not employees. Um, let me double check something. Okay. So yeah. That, that's, that's why you don't have any information for that, because- Yep. ... it, you'll never... Like, that's not gonna be for you. Um... Okay. One moment. And then, yeah, no. It's, um, it's not so much that you're... it's because open enrollment is over. It's... Partners just straight up doesn't have an online enrollment portal per their request. So the only way to- Oh, okay. ... enroll is going to be either, I believe, their... if they ha- if they have physical forms at their offices or over the phone with us. Okay. Well, um, how late are you guys open tonight for me to call? We are open- 'Cause I'm gonna talk through things with my wife when I get home, so... Yeah. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern. Okay. Perfect. Yeah. Well, we'll give you guys a call a little later then. Thank you. You're welcome. Thanks for calling and have a good day. You as well. Bye. Okay. Bye-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. I'm trying to set up an online account. Um, it's asking for my participant ID and last name, um, postal code and date of birth. I don't know what my participant ID should be, so I don't know what that is asking for.

Speaker speaker\_1: Okay. Um, what, um... First off, what website are you going to to set up this account, just to confirm?

Speaker speaker\_2: The... Yeah, the [my.biac.com/partnerspersonnel](http://my.biac.com/partnerspersonnel).

Speaker speaker\_1: Okay. So when you went to that site, did you click on, um, Member Log In?

Speaker speaker\_2: Yeah. So originally I tried clicking on, um, Enroll/Decline, and then it was just saying that my company's not enrolling right now. But I'm new, like I... I'm, I'm a new employee so I shouldn't have to wait for an open enrollment period. Um, and then, so I tried clicking on the Create N- the membership login or whatever as well, and created my own stuff but that's not working either. So...

Speaker speaker\_1: So the, so the reason that that's not working is because the Member Log In button, the portal for that goes to... it's for vendors, not employees. Um, let me double check something.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So yeah. That, that's, that's why you don't have any information for that, because-

Speaker speaker\_2: Yep.

Speaker speaker\_1: ... it, you'll never... Like, that's not gonna be for you. Um...

Speaker speaker\_2: Okay.

Speaker speaker\_1: One moment. And then, yeah, no. It's, um, it's not so much that you're... it's because open enrollment is over. It's... Partners just straight up doesn't have an online enrollment portal per their request. So the only way to-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: ... enroll is going to be either, I believe, their... if they ha- if they have physical forms at their offices or over the phone with us.

Speaker speaker\_2: Okay. Well, um, how late are you guys open tonight for me to call?

Speaker speaker\_1: We are open-

Speaker speaker\_2: 'Cause I'm gonna talk through things with my wife when I get home, so...

Speaker speaker\_1: Yeah. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern.

Speaker speaker\_2: Okay. Perfect. Yeah. Well, we'll give you guys a call a little later then. Thank you.

Speaker speaker\_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker\_2: You as well. Bye.

Speaker speaker\_1: Okay. Bye-bye now.