

Transcript: Chris Sofield

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Full Transcript

Your call- Oh, hi. ... will be monitored for quality assurance purposes. Hi, good afternoon. Can I speak with Shania Williams? This is Shania Williams. Hi, uh, this is Chris with Benefits in a Card returning a voicemail that was left. Is this Ms. Williams? Yes, it is. Okay. Hi, Ms. Williams, um, before we continue, this call is being recorded for quality assurance and training purposes. I'm returning a voicemail that you left with us, uh, Friday regarding, I believe it was your virtual care account disabled through Benefits in a Card? Yes, sir. All right, so looking at your file, the reason for that is because your coverage is not active at this time. Uh, that account's only e- ev- as... Uh, sorry. That account is only active as long as your coverage is active. Um, it doesn't look like we've r- we've been seeing any deductions since around the end of December. Okay. Is there a way to reactivate that coverage or would I have to... Yes. So, um, you have the option of, uh, paying out of pocket for the insurance premium, um, which would be of... Based on what I'm seeing here, you'd have to pay for both laps again this week, \$23.92 per week, which would be a total of... Let me see here. It'd be 47.84 if you wanted to make that payment today. Otherwise, if you just start going back to work through the, uh, through the staffing company that you have the coverage through and you start seeing those deductions come out of your checks again, your policy should just reactivate with no issue the following Monday after that deduction. Okay. Okay. Um- So did you want to go ahead and make that payment today or did you... Or were you just gonna wait for those deductions to start coming out again? I'd be okay with going ah- going ahead and making that payment today. Okay. All right. Let me get to that screen here. One moment. All right, so again, that payment would be \$47.84 today. Um, is the payment card in your name, Ms. Williams? Yes. All right. And the address that we have on file, the 133 Brook Hill Park in Parkcourt in Rural Hill, North Carolina, is that the billing address? That's Rural Hill, North Carolina. Yeah, yes. Okay, one moment. All right, go ahead with that card number whenever you're ready. 5178- Mm-hmm. ... 05, 94- Mm-hmm. ... 5022- Mm-hmm. ... 9852. Thank you. The expiration date? 0928. Thank you. And then the security code? 461. 461? Yes. Okay. All right, payment was successful. You should be receiving a receipt via email shortly. Um, I would say give it just maybe about an hour or two just to let every- let everything process. You should be able to, uh, access your account at that point. If you still are having any issues with it, just give us a call back, okay? Okay. Thank you so much. Uh- So in the future, would I be able to go through this website to make more payments? Like, if just in case I miss a week of work or would I also still have to call and... Call in to pay? Let me double check that one. Okay. Um, okay. So just to confirm, it looks like based on the information you have, you have your coverage through The Resource, correct? Yes. Okay. So it wouldn't be the virtual care portal that you make your payment through. Um, you should be able to make that payment through a different portal, um, which that website I can give to you. Um, let me know when you're ready.

All right, just a moment. Okay, I'm ready. Okay. The website to go to is going to be mybenefitsinacard.com/theresource. Um, now i- you... If you've never been to this site before, you will need to register for that, but that will take you to... That will get you access to a portal that shows your, your enrollment itself, as that virtual care portal is only for the virtual care benefit, and you should be able to make any premium payments there if you need to. Um, if you still have any further issues with it at that point, you are more than welcome to give us a call to make those payments, though. Okay. Thank you so much. You're welcome. Did you have any other questions for me? No, sir. All right. Well, thank you for taking the time to speak with me. You have a wonderful day. Thank you. You as well. All right. Mm-hmm. All right, bye now. Bye.

Conversation Format

Speaker speaker_0: Your call-

Speaker speaker_1: Oh, hi.

Speaker speaker_0: ... will be monitored for quality assurance purposes.

Speaker speaker_2: Hi, good afternoon. Can I speak with Shania Williams?

Speaker speaker_1: This is Shania Williams.

Speaker speaker_2: Hi, uh, this is Chris with Benefits in a Card returning a voicemail that was left. Is this Ms. Williams?

Speaker speaker_1: Yes, it is.

Speaker speaker_2: Okay. Hi, Ms. Williams, um, before we continue, this call is being recorded for quality assurance and training purposes. I'm returning a voicemail that you left with us, uh, Friday regarding, I believe it was your virtual care account disabled through Benefits in a Card?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right, so looking at your file, the reason for that is because your coverage is not active at this time. Uh, that account's only e- ev- as... Uh, sorry. That account is only active as long as your coverage is active. Um, it doesn't look like we've r- we've been seeing any deductions since around the end of December.

Speaker speaker_1: Okay. Is there a way to reactivate that coverage or would I have to...

Speaker speaker_2: Yes. So, um, you have the option of, uh, paying out of pocket for the insurance premium, um, which would be of... Based on what I'm seeing here, you'd have to pay for both laps again this week, \$23.92 per week, which would be a total of... Let me see here. It'd be 47.84 if you wanted to make that payment today. Otherwise, if you just start going back to work through the, uh, through the staffing company that you have the coverage through and you start seeing those deductions come out of your checks again, your policy

should just reactivate with no issue the following Monday after that deduction.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay.

Speaker speaker_1: Um-

Speaker speaker_2: So did you want to go ahead and make that payment today or did you... Or were you just gonna wait for those deductions to start coming out again?

Speaker speaker_1: I'd be okay with going ah- going ahead and making that payment today.

Speaker speaker_2: Okay. All right. Let me get to that screen here. One moment. All right, so again, that payment would be \$47.84 today. Um, is the payment card in your name, Ms. Williams?

Speaker speaker_1: Yes.

Speaker speaker_2: All right. And the address that we have on file, the 133 Brook Hill Park in Parkcourt in Rural Hill, North Carolina, is that the billing address?

Speaker speaker_1: That's Rural Hill, North Carolina. Yeah, yes.

Speaker speaker_2: Okay, one moment. All right, go ahead with that card number whenever you're ready.

Speaker speaker_1: 5178-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 05, 94-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 5022-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 9852.

Speaker speaker_2: Thank you. The expiration date?

Speaker speaker_1: 0928.

Speaker speaker_2: Thank you. And then the security code?

Speaker speaker_1: 461.

Speaker speaker_2: 461?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. All right, payment was successful. You should be receiving a receipt via email shortly. Um, I would say give it just maybe about an hour or two just to let

every- let everything process. You should be able to, uh, access your account at that point. If you still are having any issues with it, just give us a call back, okay?

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_2: Uh-

Speaker speaker_1: So in the future, would I be able to go through this website to make more payments? Like, if just in case I miss a week of work or would I also still have to call and... Call in to pay?

Speaker speaker_2: Let me double check that one. Okay. Um, okay. So just to confirm, it looks like based on the information you have, you have your coverage through The Resource, correct?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. So it wouldn't be the virtual care portal that you make your payment through. Um, you should be able to make that payment through a different portal, um, which that website I can give to you. Um, let me know when you're ready.

Speaker speaker_1: All right, just a moment. Okay, I'm ready.

Speaker speaker_2: Okay. The website to go to is going to be mybenefitsinacard.com/theresource. Um, now i- you... If you've never been to this site before, you will need to register for that, but that will take you to... That will get you access to a portal that shows your, your enrollment itself, as that virtual care portal is only for the virtual care benefit, and you should be able to make any premium payments there if you need to. Um, if you still have any further issues with it at that point, you are more than welcome to give us a call to make those payments, though.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_2: You're welcome. Did you have any other questions for me?

Speaker speaker_1: No, sir.

Speaker speaker_2: All right. Well, thank you for taking the time to speak with me. You have a wonderful day.

Speaker speaker_1: Thank you. You as well.

Speaker speaker_2: All right. Mm-hmm. All right, bye now.

Speaker speaker_1: Bye.