

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, um, I'm just registering online right now and I'm trying to, um, get my wife her registration email, but when I go, when I'm logged in and viewing, like, uh, the button to send to her, it's just showing my email address. I don't know how I can change that. Um, is it for her... I wouldn't be able to get in that account. Are you trying to enroll into the benefits? Is that what you're trying to do? Yes. So, um, is it her policy or is it yours? Uh, so it's my policy and then she's a dependent, but like- Okay. So I can just help you- So- ... do it over the phone 'cause I wouldn't be able to- Okay. ... um, get access to that, uh, website. Okay. Um, what staff and agency do you work for? Uh, Creative Circle. And then what are the last four of your Social? 5475. And your first and last name, please. Tyler Flanagan. For security purposes, can you verify the address that I have on file, as well as the date of birth, city of birth? Uh, 1023 East Mariposa Street, Unit B, Phoenix, Arizona 85014. And then, uh, date of birth is June 19th, 1993. Okay, thank you. And then I have 480-289-0882. Yes. And then I have your first name, last name, design@gmail.com? Yes. Okay, and then what were you trying to do exactly? So I'm on the... I went to the My Account tab. Um, and then I clicked on Dependents. And, um, so it's showing, like, the registration email for her got sent to my email address. So I don't... I just... I need to figure out how to get... There's no place for me to change, like, what her email address would be, I guess. Or maybe there is and I just don't know where that, that is. Okay, so you're trying to... 'Cause uh, give me one sec. Are you looking at... Are you at the www.mibic.com/creativecircle? Is that the website now? Uh, no. Oh, no, I'm not. Is that where I'm supposed to be? Well normally, we take care of the phone enrollment, so I wouldn't be able to do that. But I could add her as a secondary email, if that's what you wanted to do. Yeah, that might help. What was the name of the website again that you just said? It is... Give me one second. It is www.mibic.com/creativecircle. Okay. Okay. And then, if you want, I can add her email as a secondary email in your file. Yeah, that would probably help. Okay. What's her email address? Which one, baby? Hope.Flores@outlook.com. Okay, I added her as a secondary email. Cool. And then I would try that website 'cause I believe that's how sometimes people, um, also enroll into, like, the benefits, if I'm not mistaken. I know we take care of- Okay. ... the phone enrollments, but, um, that website, I believe you can, like, look into your benefits as well. You might be able to add her- Okay. ... in there. But like I said, I just added her into your account with that... Well- Okay. She's already in there 'cause I see her as a dependent. Hope Patricia, your last name, and then it says spouse. And then it gives me her- Yeah. ... date of birth of July 10th of 1995. Okay. So she's in there for sure. Mm-hmm. Cool. All right, yeah. I'm just trying to figure out how... 'Cause, like, I'm on, I'm on the virtualcare.benefitsinacard.com. Mm-hmm. 'Cause I already enrolled, like, a week or so ago. Um, so, like, I, I'm in my actual portal, I just don't know. Oh, okay. So you're looking at the

virtual care side of it? Yeah. Like, I can see, like, my dashboard has like- Like you want to go ahead and add her? Yeah. I see that she's listed in here, but, like, I can't edit any of her information because she's over 18. Um, but then when I go to, like, send her the email to log in, it just shows my email. Okay. Um, that might be something that I have to, might have to send to the main office. Okay. So it's regarding your virtual care. Is it for your Free Rx? Um, I don't... I don't know exactly how all this is working yet. Um, this is my first time logged in. So I'm just trying to, in general, just get everything set up and make sure she has, like, her log in. Okay. 'Cause it might- 'Cause, like, she has no way to log in right now. Okay, give me one second. Okay, so you're trying to just add her information to your virtual... Is it virtual urgent care? Yeah. Or virtual care? 'Cause I need to be very specific- Um. ... with this. Oh. The email that I send to them. So I think just general care, 'cause like I'm not trying to get like urgent care or anything. I'm just like on the main dashboard trying to get her login. Yeah, but is it for your like Free Rx? 'Cause you have different plans and I didn't- Oh. And she's added in all of them, so I would need to know for which one. Oh. You have like Free Rx, which is that membership. Um, if it's that- Uh-huh. Um, let me pull it up real quick. My dashboard just shows our urgent, like the urgent care and behavioral health. I don't know if that helps you at all. Yeah, 'cause you have behavioral health for employee plus spouse, vision employee plus spouse, term life employee plus spouse, critical illness employee plus spouse, dental employee plus spouse. Then you have your Free Rx employee plus spouse, your insurance enhanced employee plus spouse. Um, let me see. Is there a place where I view all of those? Uh- Yes. I believe it's the website that I just sent you. Okay. And then so I go to this website and then I click member login? Yes. Okay. And then so do I- I believe that's how you can look at... Um, but like I said, we don't have access to that website, so I'm not really sure how it looks like, but I know you would have to- Okay. ... log in, 'cause a lot of times people don't like to do the phone enrollments and they'd rather just do it by themselves, and I believe those are the ones- Okay. ... that they, they go to. Um, but you might be talking about your, um... I would just have to know for sure. You have the InsurPlus Enhance which, um, offers virtual urgent care. So if you're having trouble adding her information to that, I can send it to the main office. Okay. Um, were you trying to add like her email? Is that what you were trying to do? Um, I'm just trying to get her like a, a login in general, um... Basically like what I'm doing here is like, um... 'Cause I was like, I went into edit all of my like personal info, you know, um, add like my health record stuff. And, um, when I tried to go add her health records, it won't let me because she's over 18. Um, so then I go to click resend registration email, but then that, it's just my email there. Okay. So you're just trying to add like her information. Yeah. Okay. One second. Um... um... Um... Okay, I'll go ahead and send this to the main office. Okay, I'll go ahead- I'll let them know that you were- Okay. ... trying to add her health records but since it, she's over 18, um, it wasn't letting you and then that you're trying to resend the registration but it's just sending it, it's just having your email on there, right? Correct? Instead of her email? Yeah. Okay. I'll let them know and then as soon as I know anything, I'll give you a call. Cool. I appreciate you. Thank you. You're welcome. Have a nice day. All right. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, um, I'm just registering online right now and I'm trying to, um, get my wife her registration email, but when I go, when I'm logged in and viewing, like, uh, the button to send to her, it's just showing my email address. I don't know how I can change that.

Speaker speaker_0: Um, is it for her... I wouldn't be able to get in that account. Are you trying to enroll into the benefits? Is that what you're trying to do?

Speaker speaker_1: Yes.

Speaker speaker_0: So, um, is it her policy or is it yours?

Speaker speaker_1: Uh, so it's my policy and then she's a dependent, but like-

Speaker speaker_0: Okay. So I can just help you-

Speaker speaker_1: So-

Speaker speaker_0: ... do it over the phone 'cause I wouldn't be able to-

Speaker speaker_1: Okay.

Speaker speaker_0: ... um, get access to that, uh, website.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, what staff and agency do you work for?

Speaker speaker_1: Uh, Creative Circle.

Speaker speaker_0: And then what are the last four of your Social?

Speaker speaker_1: 5475.

Speaker speaker_0: And your first and last name, please.

Speaker speaker_1: Tyler Flanagan.

Speaker speaker_0: For security purposes, can you verify the address that I have on file, as well as the date of birth, city of birth?

Speaker speaker_1: Uh, 1023 East Mariposa Street, Unit B, Phoenix, Arizona 85014. And then, uh, date of birth is June 19th, 1993.

Speaker speaker_0: Okay, thank you. And then I have 480-289-0882.

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have your first name, last name, design@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, and then what were you trying to do exactly?

Speaker speaker_1: So I'm on the... I went to the My Account tab. Um, and then I clicked on Dependents. And, um, so it's showing, like, the registration email for her got sent to my email address. So I don't... I just... I need to figure out how to get... There's no place for me to change, like, what her email address would be, I guess. Or maybe there is and I just don't know where that, that is.

Speaker speaker_0: Okay, so you're trying to... 'Cause uh, give me one sec. Are you looking at... Are you at the www.mibic.com/creativecircle? Is that the website now?

Speaker speaker_1: Uh, no. Oh, no, I'm not. Is that where I'm supposed to be?

Speaker speaker_0: Well normally, we take care of the phone enrollment, so I wouldn't be able to do that. But I could add her as a secondary email, if that's what you wanted to do.

Speaker speaker_1: Yeah, that might help. What was the name of the website again that you just said?

Speaker speaker_0: It is... Give me one second. It is www.mibic.com/creativecircle.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: And then, if you want, I can add her email as a secondary email in your file.

Speaker speaker_1: Yeah, that would probably help.

Speaker speaker_0: Okay. What's her email address?

Speaker speaker_1: Which one, baby? Hope.Flores@outlook.com.

Speaker speaker_0: Okay, I added her as a secondary email.

Speaker speaker_1: Cool.

Speaker speaker_0: And then I would try that website 'cause I believe that's how sometimes people, um, also enroll into, like, the benefits, if I'm not mistaken. I know we take care of-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the phone enrollments, but, um, that website, I believe you can, like, look into your benefits as well. You might be able to add her-

Speaker speaker_1: Okay.

Speaker speaker_0: ... in there. But like I said, I just added her into your account with that... Well-

Speaker speaker_1: Okay.

Speaker speaker_0: She's already in there 'cause I see her as a dependent. Hope Patricia, your last name, and then it says spouse. And then it gives me her-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... date of birth of July 10th of 1995.

Speaker speaker_1: Okay.

Speaker speaker_0: So she's in there for sure. Mm-hmm.

Speaker speaker_1: Cool. All right, yeah. I'm just trying to figure out how... 'Cause, like, I'm on, I'm on the virtualcare.benefitsinacard.com.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: 'Cause I already enrolled, like, a week or so ago. Um, so, like, I, I'm in my actual portal, I just don't know.

Speaker speaker_0: Oh, okay. So you're looking at the virtual care side of it?

Speaker speaker_1: Yeah. Like, I can see, like, my dashboard has like-

Speaker speaker_0: Like you want to go ahead and add her?

Speaker speaker_1: Yeah. I see that she's listed in here, but, like, I can't edit any of her information because she's over 18. Um, but then when I go to, like, send her the email to log in, it just shows my email.

Speaker speaker_0: Okay. Um, that might be something that I have to, might have to send to the main office.

Speaker speaker_1: Okay.

Speaker speaker_0: So it's regarding your virtual care. Is it for your Free Rx?

Speaker speaker_1: Um, I don't... I don't know exactly how all this is working yet. Um, this is my first time logged in. So I'm just trying to, in general, just get everything set up and make sure she has, like, her log in.

Speaker speaker_0: Okay. 'Cause it might-

Speaker speaker_1: 'Cause, like, she has no way to log in right now.

Speaker speaker_0: Okay, give me one second. Okay, so you're trying to just add her information to your virtual... Is it virtual urgent care?

Speaker speaker_1: Yeah.

Speaker speaker_0: Or virtual care? 'Cause I need to be very specific-

Speaker speaker_1: Um.

Speaker speaker_0: ... with this.

Speaker speaker_1: Oh.

Speaker speaker_0: The email that I send to them.

Speaker speaker_1: So I think just general care, 'cause like I'm not trying to get like urgent care or anything. I'm just like on the main dashboard trying to get her login.

Speaker speaker_0: Yeah, but is it for your like Free Rx? 'Cause you have different plans and I didn't-

Speaker speaker_1: Oh.

Speaker speaker_0: And she's added in all of them, so I would need to know for which one.

Speaker speaker_1: Oh.

Speaker speaker_0: You have like Free Rx, which is that membership. Um, if it's that-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Um, let me pull it up real quick.

Speaker speaker_1: My dashboard just shows our urgent, like the urgent care and behavioral health. I don't know if that helps you at all.

Speaker speaker_0: Yeah, 'cause you have behavioral health for employee plus spouse, vision employee plus spouse, term life employee plus spouse, critical illness employee plus spouse, dental employee plus spouse. Then you have your Free Rx employee plus spouse, your insurance enhanced employee plus spouse. Um, let me see.

Speaker speaker_1: Is there a place where I view all of those? Uh-

Speaker speaker_0: Yes. I believe it's the website that I just sent you.

Speaker speaker_1: Okay. And then so I go to this website and then I click member login?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. And then so do I-

Speaker speaker_0: I believe that's how you can look at... Um, but like I said, we don't have access to that website, so I'm not really sure how it looks like, but I know you would have to-

Speaker speaker_1: Okay.

Speaker speaker_0: ... log in, 'cause a lot of times people don't like to do the phone enrollments and they'd rather just do it by themselves, and I believe those are the ones-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that they, they go to. Um, but you might be talking about your, um... I would just have to know for sure. You have the InsurPlus Enhance which, um, offers virtual urgent care. So if you're having trouble adding her information to that, I can send it to the main office.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, were you trying to add like her email? Is that what you were trying to do?

Speaker speaker_1: Um, I'm just trying to get her like a, a login in general, um... Basically like what I'm doing here is like, um... 'Cause I was like, I went into edit all of my like personal info, you know, um, add like my health record stuff. And, um, when I tried to go add her health records, it won't let me because she's over 18. Um, so then I go to click resend registration email, but then that, it's just my email there.

Speaker speaker_0: Okay. So you're just trying to add like her information.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. One second.

Speaker speaker_1: Um... um... Um...

Speaker speaker_0: Okay, I'll go ahead and send this to the main office.

Speaker speaker_2: Okay, I'll go ahead-

Speaker speaker_0: I'll let them know that you were-

Speaker speaker_2: Okay.

Speaker speaker_0: ... trying to add her health records but since it, she's over 18, um, it wasn't letting you and then that you're trying to resend the registration but it's just sending it, it's just having your email on there, right? Correct? Instead of her email?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. I'll let them know and then as soon as I know anything, I'll give you a call.

Speaker speaker_1: Cool. I appreciate you. Thank you.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: All right. You too. Bye.