

## Transcript: Estefania

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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. My name is Stephanie. How can I assist you? Hi. Um, I was trying to activate my account. Um, so I, I created an account but then I'm trying to sign in two seconds later and it's saying "account disabled." Mm, what are you trying to do exactly? M- we don't have access, those accounts. So, I got an email saying that, you know, from... "As a member you have round-the-clock access to US-based licensed providers. Get started, activate your account today." So I did that and then I just- Oh my god. Oh my god. Trying to s- Sorry, my boss just dropped her, um, breakfast on her desk. Um, oh my god. Sorry. Um, I- It's okay. Yeah. So, just trying to activate my account. So I, I went, I clicked on the "activate your account" um, button, and filled out my, the information and then tried to- For what website though? Oh, what's... Oh, um, Benefits in a Card. Okay. Is, is that the website name, though? Um, it looks like it's virtualcare.benefitsinacard.com. Okay. For virtual care? Okay, gimme one second. Okay. How? Well, the only thing that I learned is that the HR meeting I thought I had is next Monday. So, that's, that's where we're at today. Okay, let me try to get in your account. What staffing agency are you working with? I'm with Create a Circle. Okay. And then what are the last two of your soc- I mean, last four of your social? 2202. And your first and last name? Sarah Ghafsari. You said 2202? Mm-hmm. And then you said Erica? No, Sarah. Sarah, okay. Sarah. All right. G-H-A-F-S-A-R-I? Yes. Okay, thank you. For security purposes could you please verify your full address and your date of birth? Uh, 1925 Stockton, um, Cal- San Francisco, California, 94133-92683. Okay, thank you. Give me one second. Okay, and then let me just verify that we have the right number. I have a 510-725-7254... 76? Yes. Okay. Would you like me to add a secondary? Uh, no. Thank you. No? And then I have sarah.j.lastname@gmail.com. Is that up to date? Mm-hmm. Okay. And then I have a phone number actually, that you could contact if that website is giving you issues. Um, if you wish you could call this number as well. They're available 24/7. Um, well this is the number that I got, they told me to call, when I'm having an issue. So I have, so I have, um, um, like the direct line for the virtual urgent care that you're trying to access. So we're just the healthcare administrators, but I have the correct contact information. Oh, okay. But are, are you with Benefits with a Card, in a Card? Yes, ma'am. Mm-hmm. Okay. So if I- So maybe you can tell me, 'cause I'm trying to find what providers, um, uh, accept this insurance. Yes, ma'am. Is there a website for that? Y- there is, and then I also have their phone number. So who you would have to... Uh, well if you want I can give you the website first and then I'll give you the phone number. Okay, great. So it's gonna be called the MultiPlan Network. That's the number that you would call to find out who the providers are, um, for the type of insurance that you have. So it's call- it's gonna be MultiPlan, so that's M-U-L-T-I-P-L-A-N.com or you can call 800-884-6993. That's to find, um, the list of providers. And then for your virtual urgent care,

that would be... Let me know when you're ready for that second number. Um, so the number you just said was 800-884-6993? Correct. Okay. And what was the other one? The other one's gonna be 800-497-4856. 4-856? E- yeah. So 800-497-4856. 5. And that's for your virtual care. And then the MultiPlan one is to find the list of providers. Um, with that MultiPlan number, you could find the providers for your Insure Plus plan, which is your medical, and then also for your MEC-Tela-RMed. Okay. Um- Which is your preventative. So- but... Okay, thank you for all of that. Um. Mm-hmm. So with the account, does it show that my account is disabled? No. It's- Uh-huh. Give me one second. So it... Let me look here at your account. So it looks like we're waiting on receiving, um, that deduction for this week. So we might receive it later today, later today. Um, you're always welcome to call back, maybe throughout the day to see if we have received it yet, 'cause I wouldn't really be able to tell you exactly when- Hmm. ... you might get a credit deduction from your staffing agency. So there, there... Uh, so guys have to get a deduction on a weekly basis in order for you to get insurance? Correct. Yes. Um, so these are weekly deductions from your paycheck. From those weekly deductions, that's how you become like, you have active... activation for those weeks. Okay. But, I mean, but I've been employed for three months, so how... why would I be disabled? Is there, like- So- ... is there like a day that I don't have insurance? I- that doesn't make sense. The disa- I- I'm not sure what you mean by disabled, like... Well, like- ... you're not active? ... it says account. I tried to log in to benefits and my card, it says, "Account disabled. Please contact the number that I'm talking to on." Yeah. So I would, I would contact the number that I actually gave you, because- Okay. ... most likely it told you to contact us, since we're the healthcare administrators. Okay. But that number that I gave you for the 800-497-4856, they would be able to give you, um, more information specifically about what you're asking regarding. Okay. Yes, ma'am. Great. Thank you very much. And then, if you do need to find, um, providers, I would contact that MultiPlan Network phone number. Okay, great. Okay. Thanks so much. You're welcome. Have a nice day. If you need any help, you're welcome to give us a call back. We're open from 8:00 AM up to 8:00 PM Eastern Time. Okay, great. Thank you so much. Have a good day. Thank you. You too. Bye.

## 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. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Hi. Um, I was trying to activate my account. Um, so I, I created an account but then I'm trying to sign in two seconds later and it's saying "account disabled."

Speaker speaker\_1: Mm, what are you trying to do exactly? M- we don't have access, those accounts.

Speaker speaker\_2: So, I got an email saying that, you know, from... "As a member you have round-the-clock access to US-based licensed providers. Get started, activate your account today." So I did that and then I just-

Speaker speaker\_3: Oh my god.

Speaker speaker\_2: Oh my god. Trying to s- Sorry, my boss just dropped her, um, breakfast on her desk. Um, oh my god. Sorry. Um, I-

Speaker speaker\_1: It's okay.

Speaker speaker\_2: Yeah. So, just trying to activate my account. So I, I went, I clicked on the "activate your account" um, button, and filled out my, the information and then tried to-

Speaker speaker\_1: For what website though?

Speaker speaker\_2: Oh, what's... Oh, um, Benefits in a Card.

Speaker speaker\_1: Okay. Is, is that the website name, though?

Speaker speaker\_2: Um, it looks like it's virtualcare.benefitsinacard.com.

Speaker speaker\_1: Okay. For virtual care? Okay, gimme one second.

Speaker speaker\_2: Okay. How? Well, the only thing that I learned is that the HR meeting I thought I had is next Monday. So, that's, that's where we're at today.

Speaker speaker\_1: Okay, let me try to get in your account. What staffing agency are you working with?

Speaker speaker\_2: I'm with Create a Circle.

Speaker speaker\_1: Okay. And then what are the last two of your soc- I mean, last four of your social?

Speaker speaker\_2: 2202.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Sarah Ghafsari.

Speaker speaker\_1: You said 2202?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And then you said Erica?

Speaker speaker\_2: No, Sarah.

Speaker speaker\_1: Sarah, okay.

Speaker speaker\_2: Sarah.

Speaker speaker\_1: All right. G-H-A-F-S-A-R-I?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, thank you. For security purposes could you please verify your full address and your date of birth?

Speaker speaker\_2: Uh, 1925 Stockton, um, Cal- San Francisco, California, 94133-92683.

Speaker speaker\_1: Okay, thank you. Give me one second. Okay, and then let me just verify that we have the right number. I have a 510-725-7254... 76?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Would you like me to add a secondary?

Speaker speaker\_2: Uh, no. Thank you.

Speaker speaker\_1: No? And then I have sarah.j.lastname@gmail.com. Is that up to date?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Okay. And then I have a phone number actually, that you could contact if that website is giving you issues. Um, if you wish you could call this number as well. They're available 24/7.

Speaker speaker\_2: Um, well this is the number that I got, they told me to call, when I'm having an issue.

Speaker speaker\_1: So I have, so I have, um, um, like the direct line for the virtual urgent care that you're trying to access. So we're just the healthcare administrators, but I have the correct contact information.

Speaker speaker\_2: Oh, okay. But are, are you with Benefits with a Card, in a Card?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Okay.

Speaker speaker\_2: So if I- So maybe you can tell me, 'cause I'm trying to find what providers, um, uh, accept this insurance.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Is there a website for that?

Speaker speaker\_1: Y- there is, and then I also have their phone number. So who you would have to... Uh, well if you want I can give you the website first and then I'll give you the phone number.

Speaker speaker\_2: Okay, great.

Speaker speaker\_1: So it's gonna be called the MultiPlan Network. That's the number that you would call to find out who the providers are, um, for the type of insurance that you have. So it's call- it's gonna be MultiPlan, so that's M-U-L-T-I-P-L-A-N.com or you can call 800-884-6993. That's to find, um, the list of providers. And then for your virtual urgent care, that would be... Let me know when you're ready for that second number.

Speaker speaker\_2: Um, so the number you just said was 800-884-6993?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Okay. And what was the other one?

Speaker speaker\_1: The other one's gonna be 800-497-4856.

Speaker speaker\_2: 4-856?

Speaker speaker\_1: E- yeah. So 800-497-4856.

Speaker speaker\_2: 5.

Speaker speaker\_1: And that's for your virtual care. And then the MultiPlan one is to find the list of providers. Um, with that MultiPlan number, you could find the providers for your Insure Plus plan, which is your medical, and then also for your MEC-Tela-RMed.

Speaker speaker\_2: Okay. Um-

Speaker speaker\_1: Which is your preventative.

Speaker speaker\_2: So- but... Okay, thank you for all of that. Um.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: So with the account, does it show that my account is disabled?

Speaker speaker\_1: No. It's-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Give me one second. So it... Let me look here at your account. So it looks like we're waiting on receiving, um, that deduction for this week. So we might receive it later today, later today. Um, you're always welcome to call back, maybe throughout the day to see if we have received it yet, 'cause I wouldn't really be able to tell you exactly when-

Speaker speaker\_2: Hmm.

Speaker speaker\_1: ... you might get a credit deduction from your staffing agency.

Speaker speaker\_2: So there, there... Uh, so guys have to get a deduction on a weekly basis in order for you to get insurance?

Speaker speaker\_1: Correct. Yes. Um, so these are weekly deductions from your paycheck. From those weekly deductions, that's how you become like, you have active... activation for those weeks.

Speaker speaker\_2: Okay. But, I mean, but I've been employed for three months, so how... why would I be disabled? Is there, like-

Speaker speaker\_1: So-

Speaker speaker\_2: ... is there like a day that I don't have insurance? I- that doesn't make sense.

Speaker speaker\_1: The disa- I- I'm not sure what you mean by disabled, like...

Speaker speaker\_2: Well, like-

Speaker speaker\_1: ... you're not active?

Speaker speaker\_2: ... it says account. I tried to log in to benefits and my card, it says, "Account disabled. Please contact the number that I'm talking to on." Yeah.

Speaker speaker\_1: So I would, I would contact the number that I actually gave you, because-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... most likely it told you to contact us, since we're the healthcare administrators.

Speaker speaker\_2: Okay.

Speaker speaker\_1: But that number that I gave you for the 800-497-4856, they would be able to give you, um, more information specifically about what you're asking regarding.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Great. Thank you very much.

Speaker speaker\_1: And then, if you do need to find, um, providers, I would contact that MultiPlan Network phone number.

Speaker speaker\_2: Okay, great. Okay. Thanks so much.

Speaker speaker\_1: You're welcome. Have a nice day. If you need any help, you're welcome to give us a call back. We're open from 8:00 AM up to 8:00 PM Eastern Time.

Speaker speaker\_2: Okay, great. Thank you so much. Have a good day.

Speaker speaker\_1: Thank you. You too.

Speaker speaker\_2: Bye.