

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi, um, my name is Elizabeth Rice and I called earlier and talked with a man who helped me figure out that, um, I was trying to log in to my Benefits in a Card, um, thing so I could schedule an appointment with a provider and, um, it was saying that my account was disabled. And he said it was because the payment didn't come out of my, um, account whenever I was on Spring Break, so I went ahead and paid that over the phone and he told me to check it within, like, an hour. And so I've been checking it. It's been, like, an hour and a half already and I still can't log in. Okay. Let's take a look to put a IT ticket. What staffing company do you work with? Um, I work with APC Healthcare. And what are the last four of the social and the last name? 7980 and... Did you say my last name? Yes, ma'am. Rice. R-I-C-E. Please verify your mailing address and date of birth. 12/20/02 and 105 West 39th Street. We have this phone number to reach you down as 580-919-0746? Yes. With the email of elliemaygreenmed@gmail.com? Yes, ma'am. And that was for your virtual services? Yes. And you're in the virtualservices.benefitsinacard.com, correct? Yes. Okay. And the error message is you're receiving it, so your account has been disabled? Yes. And it had the, um, this number that I called. All right. I'll go ahead and send a ticket out to IT to take a look into it. It is gonna take 24 to 48 hours for them to get back at me. Okay. Thank you so much. Of course. Mm-hmm. Bye-bye. Have a great day. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, um, my name is Elizabeth Rice and I called earlier and talked with a man who helped me figure out that, um, I was trying to log in to my Benefits in a Card, um, thing so I could schedule an appointment with a provider and, um, it was saying that my account was disabled. And he said it was because the payment didn't come out of my, um, account whenever I was on Spring Break, so I went ahead and paid that over the phone and he told me to check it within, like, an hour. And so I've been checking it. It's been, like, an hour and a half already and I still can't log in.

Speaker speaker_0: Okay. Let's take a look to put a IT ticket. What staffing company do you work with?

Speaker speaker_1: Um, I work with APC Healthcare.

Speaker speaker_0: And what are the last four of the social and the last name?

Speaker speaker_1: 7980 and... Did you say my last name?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Rice. R-I-C-E.

Speaker speaker_0: Please verify your mailing address and date of birth.

Speaker speaker_1: 12/20/02 and 105 West 39th Street.

Speaker speaker_0: We have this phone number to reach you down as 580-919-0746?

Speaker speaker_1: Yes.

Speaker speaker_0: With the email of elliemaygreenmed@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And that was for your virtual services?

Speaker speaker_1: Yes.

Speaker speaker_0: And you're in the [virtual services.benefitsinacard.com](https://virtualservices.benefitsinacard.com), correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And the error message is you're receiving it, so your account has been disabled?

Speaker speaker_1: Yes. And it had the, um, this number that I called.

Speaker speaker_0: All right. I'll go ahead and send a ticket out to IT to take a look into it. It is gonna take 24 to 48 hours for them to get back at me.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: Of course.

Speaker speaker_1: Mm-hmm. Bye-bye.

Speaker speaker_0: Have a great day.

Speaker speaker_1: You too. Bye-bye.