

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hello. Um, I'm trying to log into my account, and it told me that my account was disabled and to call you guys? Which account, ma'am? Sorry? Which account? Just my overall portal for Benefits in a Card. So if it's the portal that you use to enroll into coverage, that's the only thing that you use that coverage for... I mean, that website for. After you are already once enrolled, it could possibly not let you access it again since the purpose for that website is for enrolling into benefits. Okay, so how do I get to the benefits website? I can feel it all in my- I'll have to take a look and see if you're still eligible for enrollment. Which staffing company do you work with? Creative Circle. And the last four of the social, please? 1428. And what is the last name? Thomas. Taylor Thomas? Yes. Could you please verify your mailing address and date of birth to make sure I have located the correct account? 2322 Bernard Street, Apartment 4104, Houston, Texas 77098. And your date of birth? July 9th, 1994. We have the best phone number to reach you down as 310-704-5067? Mm-hmm. We have your email down as tsethomas12@gmail.com? Yes. Um, did you lose coverage with another carrier recently? No, I just work for Creative Circle. Okay, so you're currently not eligible to make any changes to your policy. That could be the reason why the system is not letting you log in to that website. Okay, I'm not trying to make any changes. I just want to get into my portal so I can see my benefits, so that's why I was calling to ask where I can do that. So on that portal, you wouldn't be able to see your current policy, ma'am. Aside from that portal, when you do your initial enrollment, the only other portal that you could possibly access your benefits that you're currently enrolled into will be through the portals that you will create with your carrier. Uh, okay, so how do I use my benefits? I don't have a new card. I don't have anything, so... You did not- Like, I mean- ... receive any physical cards in the mail? No, I didn't. I didn't get any new cards. I, I can't go to the pharmacy and get any prescriptions that I may need. Like, that's why I've been trying to figure out where it is. I've been trying to get a little bit of time, but I just was gonna get a virtual one on the website, but it doesn't look like I can do that. Okay, I'll have to pla- place you on a brief hold so that I can download the benefit cards for you. Okay, thanks. No problem. Please hold. Thank you for holding. I have sent PDF files of your benefit cards to the email we have on file. Okay. Um, uh, I don't see anything just yet. They'll be from info@benefitsinacard.com, titled ID Card. So you can see it right away in the inbox. It may be in your junk or spam mail, depending on how you have it set up. Okay, and will I ever get, um, physical cards? I put in the mail request for them. The longest it should take is three to four weeks from today to arrive to you. Okay, got it. All right. Well, thank you. Of course. Was there anything else we can assist you with today? Not at all. I hope you have a wonderful rest of your day, and thank you for your time today. You too. Thank you. Bye. Okay.

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: Hello. Um, I'm trying to log into my account, and it told me that my account was disabled and to call you guys?

Speaker speaker_0: Which account, ma'am?

Speaker speaker_1: Sorry?

Speaker speaker_0: Which account?

Speaker speaker_1: Just my overall portal for Benefits in a Card.

Speaker speaker_0: So if it's the portal that you use to enroll into coverage, that's the only thing that you use that coverage for... I mean, that website for. After you are already once enrolled, it could possibly not let you access it again since the purpose for that website is for enrolling into benefits.

Speaker speaker_1: Okay, so how do I get to the benefits website? I can feel it all in my-

Speaker speaker_0: I'll have to take a look and see if you're still eligible for enrollment. Which staffing company do you work with?

Speaker speaker_1: Creative Circle.

Speaker speaker_0: And the last four of the social, please?

Speaker speaker_1: 1428.

Speaker speaker_0: And what is the last name?

Speaker speaker_1: Thomas.

Speaker speaker_0: Taylor Thomas?

Speaker speaker_1: Yes.

Speaker speaker_0: Could you please verify your mailing address and date of birth to make sure I have located the correct account?

Speaker speaker_1: 2322 Bernard Street, Apartment 4104, Houston, Texas 77098.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: July 9th, 1994.

Speaker speaker_0: We have the best phone number to reach you down as 310-704-5067?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: We have your email down as tsethomas12@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Um, did you lose coverage with another carrier recently?

Speaker speaker_1: No, I just work for Creative Circle.

Speaker speaker_0: Okay, so you're currently not eligible to make any changes to your policy. That could be the reason why the system is not letting you log in to that website.

Speaker speaker_1: Okay, I'm not trying to make any changes. I just want to get into my portal so I can see my benefits, so that's why I was calling to ask where I can do that.

Speaker speaker_0: So on that portal, you wouldn't be able to see your current policy, ma'am. Aside from that portal, when you do your initial enrollment, the only other portal that you could possibly access your benefits that you're currently enrolled into will be through the portals that you will create with your carrier.

Speaker speaker_1: Uh, okay, so how do I use my benefits? I don't have a new card. I don't have anything, so...

Speaker speaker_0: You did not-

Speaker speaker_1: Like, I mean-

Speaker speaker_0: ... receive any physical cards in the mail?

Speaker speaker_1: No, I didn't. I didn't get any new cards. I, I can't go to the pharmacy and get any prescriptions that I may need. Like, that's why I've been trying to figure out where it is. I've been trying to get a little bit of time, but I just was gonna get a virtual one on the website, but it doesn't look like I can do that.

Speaker speaker_0: Okay, I'll have to place you on a brief hold so that I can download the benefit cards for you.

Speaker speaker_1: Okay, thanks.

Speaker speaker_0: No problem. Please hold. Thank you for holding. I have sent PDF files of your benefit cards to the email we have on file.

Speaker speaker_1: Okay. Um, uh, I don't see anything just yet.

Speaker speaker_0: They'll be from info@benefitsinacard.com, titled ID Card. So you can see it right away in the inbox. It may be in your junk or spam mail, depending on how you have it set up.

Speaker speaker_1: Okay, and will I ever get, um, physical cards?

Speaker speaker_0: I put in the mail request for them. The longest it should take is three to four w- weeks from today to arrive to you.

Speaker speaker_1: Okay, got it. All right. Well, thank you.

Speaker speaker_0: Of course. Was there anything else we can assist you with today?

Speaker speaker_1: Not at all.

Speaker speaker_0: I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: You too. Thank you. Bye.

Speaker speaker_0: Okay.