

Transcript: Justin

Mills-4821274161266688-4829810693980160

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Justin, how can I help you today? Hi, Justin. I was calling because I'm attempting to log into my virtual care Benefits in a Card, um, account online and it says, "Account disabled. Please contact member services at this phone number." Okay, um, let me try pulling your file. What's the staffing agency you work for? PRC Staffing Solutions. And the last four of your social? 6382. And what was your first and last name? Alicia Zachary. Okay. And for security purposes, could you verify the home address, including city, state and zip code? 7863 Rockwell Plain, Fairburn, Georgia 30213. And confirm your date of birth. 4-2-93. And a good telephone number I have is 404-444-7393? Yes. And the email I have is alicia.zachary@gmail? Yes. Okay, um, so you were, you stated you were trying to gain access to your, uh, virtual primary care portal? Yes. Okay, um, looking at the file, you're only enrolled into dental and the VIP Standard, which is your medical plan that covers hospitals, doctors and medications, but I'm not seeing anything regarding virtual primary care. Um, okay. That's- that's odd, because I just did a virtual care visit, like, the weekend of Thanksgiving. Uh, let's see here. Like, I did the virtual care visit and they sent me a confirmation email and everything. Check the benefit guide, bear with me one second. Okay. Okay. On VIP, let's see. Okay, so with the VIP Standard, you do have virtual urgent care, so that's probably what it was. Um, let's see. Here, do you mind if I place you on a brief hold for a second? Oh, no, go ahead. Okay. That's from the bear. Okay? That's your food band. Yeah. Thank you. I'm hungry. Okay. Hello, are you still there? Yes, I'm here. Awesome, thank you so much for holding. Um, so you stated you were not gaining access to the virtual, to your online account, or to the online portal, is that correct? Correct. So Benefits in a Card, our website or the, uh, virtual urgent care website? It says, for me the URL says virtualcare.benefitsinacard.com. Okay. Because I've already set up, um, an account and I was able to log in last time to actually make the appointment- Uh-huh. ... but now it's saying that my account is disabled. Okay, um, so what I'll have to do, I'll have to reach out to my IT department, let them know what's going on, and they'll probably have to reset your account for you, or just release probably a password or something. But I can reach back out to you with more information once I receive word back from my IT department. Um, but like I said, let me reach out to them and I can give you a call back- All right, that's Daddy. ... um, once I do receive word back. Okay, that works, thank you so much. You're welcome. Is there anything else that I could assist you with today? Um, no, thank you, that's all. Awesome. So like I said, once I do receive word back from my IT department, I will give you a call back. Okay, Alicia? Okay, thanks, have a good day. You're welcome. Have a great day, right? You too, bye-bye. All right, bye-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, this is Justin, how can I help you today?

Speaker speaker_2: Hi, Justin. I was calling because I'm attempting to log into my virtual care Benefits in a Card, um, account online and it says, "Account disabled. Please contact member services at this phone number."

Speaker speaker_1: Okay, um, let me try pulling your file. What's the staffing agency you work for?

Speaker speaker_2: PRC Staffing Solutions.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 6382.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Alicia Zachary.

Speaker speaker_1: Okay. And for security purposes, could you verify the home address, including city, state and zip code?

Speaker speaker_2: 7863 Rockwell Plain, Fairburn, Georgia 30213.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 4-2-93.

Speaker speaker_1: And a good telephone number I have is 404-444-7393?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is alicia.zachary@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, um, so you were, you stated you were trying to gain access to your, uh, virtual primary care portal?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, um, looking at the file, you're only enrolled into dental and the VIP Standard, which is your medical plan that covers hospitals, doctors and medications, but I'm not seeing anything regarding virtual primary care.

Speaker speaker_2: Um, okay. That's- that's odd, because I just did a virtual care visit, like, the weekend of Thanksgiving.

Speaker speaker_1: Uh, let's see here.

Speaker speaker_2: Like, I did the virtual care visit and they sent me a confirmation email and everything.

Speaker speaker_1: Check the benefit guide, bear with me one second.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. On VIP, let's see. Okay, so with the VIP Standard, you do have virtual urgent care, so that's probably what it was. Um, let's see. Here, do you mind if I place you on a brief hold for a second?

Speaker speaker_2: Oh, no, go ahead.

Speaker speaker_1: Okay.

Speaker speaker_4: That's from the bear. Okay? That's your food band. Yeah. Thank you. I'm hungry. Okay.

Speaker speaker_1: Hello, are you still there?

Speaker speaker_2: Yes, I'm here.

Speaker speaker_1: Awesome, thank you so much for holding. Um, so you stated you were not gaining access to the virtual, to your online account, or to the online portal, is that correct?

Speaker speaker_2: Correct.

Speaker speaker_1: So Benefits in a Card, our website or the, uh, virtual urgent care website?

Speaker speaker_2: It says, for me the URL says virtualcare.benefitsinacard.com.

Speaker speaker_1: Okay.

Speaker speaker_2: Because I've already set up, um, an account and I was able to log in last time to actually make the appointment-

Speaker speaker_1: Uh-huh.

Speaker speaker_2: ... but now it's saying that my account is disabled.

Speaker speaker_1: Okay, um, so what I'll have to do, I'll have to reach out to my IT department, let them know what's going on, and they'll probably have to reset your account for you, or just release probably a password or something. But I can reach back out to you with more information once I receive word back from my IT department. Um, but like I said, let me reach out to them and I can give you a call back-

Speaker speaker_2: All right, that's

Speaker speaker_5: Daddy.

Speaker speaker_1: ... um, once I do receive word back.

Speaker speaker_2: Okay, that works, thank you so much.

Speaker speaker_1: You're welcome. Is there anything else that I could assist you with today?

Speaker speaker_2: Um, no, thank you, that's all.

Speaker speaker_1: Awesome. So like I said, once I do receive word back from my IT department, I will give you a call back. Okay, Alicia?

Speaker speaker_2: Okay, thanks, have a good day.

Speaker speaker_1: You're welcome.

Speaker speaker_2: Have a great day, right? You too, bye-bye.

Speaker speaker_1: All right, bye-bye.