

Transcript: Justin

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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. This is Justin. How can I help you today? Um, yes, Justin. I am, um, going on to the client portal for the first time. And I don't have a email and a password. However, it's not letting me set up one either. Can you help me with that? Um, yeah. What's that staffing agency you work for? WorkSmart. And what was the last four of your Social? 9064. And your first and last name? Susan Staggs. Okay. And for security purposes, can you verify the home address, including city, state and zip code, Susan? 650 Strange Road, Lot 114, Taylor, South Carolina, 29687. And confirm your date of birth? 08/20/69. And a good telephone number have is 864-260-7376? That's correct. And the email I have is susanastaggs3@gmail? That's correct. Okay. So it's not letting you log in to the online portal. Is that correct? Or it's not giving you the option either? That's right. It's not giving me the option to set up a email or a, you know, a passcode or any of that stuff. Interesting. Hmm. Honestly, I have, don't have any idea about the online portal. However, I have your file pulled up on the phone right here. Um, now have you... I'm trying to think. Here, do you mind if I place you on a brief hold for a second? No, sure. Go ahead. Okay. Hello, Susan. Are you still there? Yeah. Awesome. Thank you so much for holding. Um, a quick question. Did you, uh, try refreshing the page? Did it give you another option to sign in or anything like that? Or it's not giving you anything? It's giving me the option to sign in with the, with a, uh, email and password, but it's saying that, uh, I put my email in. I don't have a password, so I've been using what, I used what I normally would use for a password, and it's not working. Okay. Um, so what I'll go ahead and do- Yeah, go ahead. Okay. Um, so what I'll go ahead and do, I'll send my, this information to my back office or have my IT, IT to look into this and see what actually is going on. And then once I do receive word back from my IT department, I can give you a call back. Um, but as of right now, was there anything specific that you were trying to do on the portal or, or what? No. I was just trying to understand how this all works. I don't understand how it works. Like, it says you can buy groceries with, with it and all this stuff, and I don't understand any of it. So I was trying to investigate to see if I could figure out what this exactly means that I have this Benefits in a Card. Um, well, Benefits in a Card, we're the benefit administrators for WorkSmart. Uh, the card that you have is for medical insurance. It's the MEC standalone, which just covers preventative healthcare services. Uh, honestly, don't know where you were reading it could cover groceries, 'cause it's just for health insurance. It's on a, a webpage, actually. On, on a webpage? What webpage, if you don't mind me asking? I believe it was your webpage. Anyway, so I was just trying to figure out how, how it works and what exactly it, it's all about. Because I didn't even know I had it. I wasn't aware they were taking this out of my check, actually. Totally understand. But in the meantime, I'll email you a copy of a benefit guide, 'cause that would explains what's covered, what's not covered, and how much the insurance

carrier will pay for those things. And then once I receive word back from my back office regarding the reset password, I can give you a call back, okay? Okay, super. Thank you so much. Uh-huh. You're welcome. But the email for that benefit guide you should look out for is coming from info@benefitsinacard.com, okay? Okay, sure. All right. Awesome. Well, thank you. You're welcome. You have a great day, Susan, okay? You too. Mm, bye-bye. 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: Um, yes, Justin. I am, um, going on to the client portal for the first time. And I don't have a email and a password. However, it's not letting me set up one either. Can you help me with that?

Speaker speaker_1: Um, yeah. What's that staffing agency you work for?

Speaker speaker_2: WorkSmart.

Speaker speaker_1: And what was the last four of your Social?

Speaker speaker_2: 9064.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Susan Staggs.

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

Speaker speaker_2: 650 Strange Road, Lot 114, Taylor, South Carolina, 29687.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 08/20/69.

Speaker speaker_1: And a good telephone number have is 864-260-7376?

Speaker speaker_2: That's correct.

Speaker speaker_1: And the email I have is susanastaggs3@gmail?

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay. So it's not letting you log in to the online portal. Is that correct? Or it's not giving you the option either?

Speaker speaker_2: That's right. It's not giving me the option to set up a email or a, you know, a passcode or any of that stuff.

Speaker speaker_1: Interesting. Hmm. Honestly, I have, don't have any idea about the online portal. However, I have your file pulled up on the phone right here. Um, now have you... I'm trying to think. Here, do you mind if I place you on a brief hold for a second?

Speaker speaker_2: No, sure. Go ahead.

Speaker speaker_1: Okay. Hello, Susan. Are you still there?

Speaker speaker_2: Yeah.

Speaker speaker_1: Awesome. Thank you so much for holding. Um, a quick question. Did you, uh, try refreshing the page? Did it give you another option to sign in or anything like that? Or it's not giving you anything?

Speaker speaker_2: It's giving me the option to sign in with the, with a, uh, email and password, but it's saying that, uh, I put my email in. I don't have a password, so I've been using what, I used what I normally would use for a password, and it's not working.

Speaker speaker_1: Okay. Um, so what I'll go ahead and do-

Speaker speaker_2: Yeah, go ahead.

Speaker speaker_1: Okay. Um, so what I'll go ahead and do, I'll send my, this information to my back office or have my IT, IT to look into this and see what actually is going on. And then once I do receive word back from my IT department, I can give you a call back. Um, but as of right now, was there anything specific that you were trying to do on the portal or, or what?

Speaker speaker_2: No. I was just trying to understand how this all works. I don't understand how it works. Like, it says you can buy groceries with, with it and all this stuff, and I don't understand any of it. So I was trying to investigate to see if I could figure out what this exactly means that I have this Benefits in a Card.

Speaker speaker_1: Um, well, Benefits in a Card, we're the benefit administrators for WorkSmart. Uh, the card that you have is for medical insurance. It's the MEC standalone, which just covers preventative healthcare services. Uh, honestly, don't know where you were reading it could cover groceries, 'cause it's just for health insurance.

Speaker speaker_2: It's on a, a webpage, actually.

Speaker speaker_1: On, on a webpage? What webpage, if you don't mind me asking?

Speaker speaker_2: I believe it was your webpage. Anyway, so I was just trying to figure out how, how it works and what exactly it, it's all about. Because I didn't even know I had it. I wasn't aware they were taking this out of my check, actually.

Speaker speaker_1: Totally understand. But in the meantime, I'll email you a copy of a benefit guide, 'cause that would explain what's covered, what's not covered, and how much the insurance carrier will pay for those things. And then once I receive word back from my back office regarding the reset password, I can give you a call back, okay?

Speaker speaker_2: Okay, super. Thank you so much.

Speaker speaker_1: Uh-huh. You're welcome. But the email for that benefit guide you should look out for is coming from info@benefitsinacard.com, okay?

Speaker speaker_2: Okay, sure. All right.

Speaker speaker_1: Awesome.

Speaker speaker_2: Well, thank you.

Speaker speaker_1: You're welcome. You have a great day, Susan, okay?

Speaker speaker_2: You too. Mm, bye-bye.

Speaker speaker_1: Bye-bye.