Transcript: Justin Mills-5076901102927872-4693492190986240

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, yeah, hi. I just got an email and I just set up an account with y'all. I was just wondering how this fully works 'cause I'm just kind of confused. Um, are you talking about the FreeRx account or the online Lyric account? It's just, it's the FreeRx or, like, the healthcare, like, basically what this whole thing is. Like, I'm trying to have a hard time understanding 'cause I created account... Okay. Um, what's the staffing agency you work for? I work for Surge Staffing. And the last four of your social? Uh, give me one second. I'm sorry. I don't remember it off script. Uh... Where is it? Where is it? It is 8457. And what was your first and last name? Logan Bell. And for security purposes, could you verify your home address, including city, state and zip code, Logan? Yep. Okay. It's 646 Highland Avenue, 44903 Mansfield, Ohio. And your date of birth? It's, uh, 5/13/2000. And a good telephone number you have is 567-438-3875? Yep. Yep. And the email I have is loganbell49@yahoo? Yep. Okay, so let's see here. Um, so looking at the file, looks like you're enrolled into the MEC TeleRx, which covers preventative healthcare services, as well as a subscription to FreeRx. However, you stated you created an account for FreeRx. Is that correct? Uh, yeah, 'cause I got an email, and it was to this thing. It said, "Benefit announcement. Activate your Benefits in a Card account." So I just went and done that. Okay, so that should be to the online portal. Um, what was that website that you went to, if you don't mind me asking? ... The website? That it took you to? Uh, it took me to B- Benefits in a Card because your people deserve the best. And it's, uh, it was basically asking me for my pharmacy and stuff like that. Let's see here. Okay. 'Cause the website to gain access to the online portal is, um... I can announce that to you real quick. Okay. Give me one second. Uh, Surge. So the website should be, uh, www.my, so M-Y... Okay. B-I-A-C.com/surgestaffing. B-I-A-C? Yeah, B-I-A-C.com/surgestaffing. Okay. And then whenever you go to it, um, I do know for some reason people like to click on the member login and for some reason whenever people click that, it makes their account disabled. But whenever you click "enroll/decline coverage" and you log in through that way, you'll be able to view the portal through that way. Enroll/decline coverage? Correct. Okay. And reg- And then you- Okay. Should I register an account or do I already should have one? Um, well, I would go ahead and register. And if it does give you an error code, then you probably already have, and then log in that way. Um, but just register just to be on the safe side. Okay. And then, and then I can email you your FreeRx registration email as well so you can gain access to that benefit. Okay. Thank you. Yeah. So the email that you should be looking out for for that FreeRx registration is coming from info, and that's I-N-F-O, @benefitsinacard.com. Okay? Okay. Um, other than that, is there anything else I could assist you with today? Nope. That should be it. Thank you. You're welcome. You have a great day, Logan. Okay? All right. You too. Thanks, man. Okay. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Uh, yeah, hi. I just got an email and I just set up an account with y'all. I was just wondering how this fully works 'cause I'm just kind of confused.

Speaker speaker_0: Um, are you talking about the FreeRx account or the online Lyric account?

Speaker speaker_1: It's just, it's the FreeRx or, like, the healthcare, like, basically what this whole thing is. Like, I'm trying to have a hard time understanding 'cause I created account...

Speaker speaker_0: Okay. Um, what's the staffing agency you work for?

Speaker speaker_1: I work for Surge Staffing.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Uh, give me one second. I'm sorry. I don't remember it off script. Uh... Where is it? Where is it? It is 8457.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Logan Bell.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Logan?

Speaker speaker_1: Yep. Okay. It's 646 Highland Avenue, 44903 Mansfield, Ohio.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: It's, uh, 5/13/2000.

Speaker speaker_0: And a good telephone number you have is 567-438-3875?

Speaker speaker_1: Yep. Yep.

Speaker speaker_0: And the email I have is loganbell49@yahoo?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay, so let's see here. Um, so looking at the file, looks like you're enrolled into the MEC TeleRx, which covers preventative healthcare services, as well as a subscription to FreeRx. However, you stated you created an account for FreeRx. Is that correct?

Speaker speaker_1: Uh, yeah, 'cause I got an email, and it was to this thing. It said, "Benefit announcement. Activate your Benefits in a Card account." So I just went and done that.

Speaker speaker_0: Okay, so that should be to the online portal. Um, what was that website that you went to, if you don't mind me asking? ...

Speaker speaker_1: The website?

Speaker speaker_0: That it took you to?

Speaker speaker_1: Uh, it took me to B- Benefits in a Card because your people deserve the best. And it's, uh, it was basically asking me for my pharmacy and stuff like that.

Speaker speaker_0: Let's see here. Okay. 'Cause the website to gain access to the online portal is, um... I can announce that to you real quick.

Speaker speaker_1: Okay.

Speaker speaker_0: Give me one second. Uh, Surge. So the website should be, uh, www.my, so M-Y...

Speaker speaker_1: Okay.

Speaker speaker_0: B-I-A-C.com/surgestaffing.

Speaker speaker_1: B-I-A-C?

Speaker speaker_0: Yeah, B-I-A-C.com/surgestaffing.

Speaker speaker_1: Okay.

Speaker speaker_0: And then whenever you go to it, um, I do know for some reason people like to click on the member login and for some reason whenever people click that, it makes their account disabled. But whenever you click "enroll/decline coverage" and you log in through that way, you'll be able to view the portal through that way.

Speaker speaker_1: Enroll/decline coverage?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. And reg-

Speaker speaker_0: And then you-

Speaker speaker_1: Okay. Should I register an account or do I already should have one?

Speaker speaker_0: Um, well, I would go ahead and register. And if it does give you an error code, then you probably already have, and then log in that way. Um, but just register just to be on the safe side.

Speaker speaker_1: Okay.

Speaker speaker_0: And then, and then I can email you your FreeRx registration email as well so you can gain access to that benefit.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Yeah. So the email that you should be looking out for for that FreeRx registration is coming from info, and that's I-N-F-O, @benefitsinacard.com. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Um, other than that, is there anything else I could assist you with today?

Speaker speaker_1: Nope. That should be it. Thank you.

Speaker speaker_0: You're welcome. You have a great day, Logan. Okay?

Speaker speaker_1: All right. You too. Thanks, man.

Speaker speaker_0: Okay. Bye-bye.