

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? Hi, Justin. This is Vivian. I, um, was looking to log into my account, um, and then I saw that it actually had been disabled and I was told to call this number. Okay. Now are you trying to log in through the client portal or the virtual primary care portal? Um... Good question. So, I am a freelancer through Creative Circle and they provide Benefits in a Card, so like I'm not the provider. Okay. Now we- But I don't... I'm not really sure which portal I was looking through. I'm trying to find that now. Well is, is the website mybiac.com/creativecircle? Oh. Hmm. Um... I was- I like got an email from you guys. It's no reply-virtualcare@benefitsinacard and it said like, you know, like it was welcome and activate your account. And so because like we're... It's like a new, a new season for, you know, benefits, like and insurance and stuff, so like I, I just followed it and it, and it led me to the disabled. Okay. Um. Here, let's see. So go... Uh, try this one. Go to mybiac.com/creativecircle and then let me know whenever you're on that portal. Mybiac.creativecircle.com? No. Well, mybiac.com/creativecircle. Oh. My apologies. All good. Creative Circle. Okay, and I see member login. Is that right? No. Um, see for a lot of people like to click member login, um, but it's actually enroll/decline coverage. So click enroll/decline coverage. Oh. And if, and if you haven't registered your account, I would click register here and then create the account, and then once it's registered you can actually log in from there and then elect your benefits from there. I see. I feel like I did make an account, so let me just try here. Uh... Okay. Maybe not. Register here. Got it. So I'm gonna do that. And if that doesn't work, I may need to reach out to my IT department. Okay. Let me see. Okay. It's putting in a verification number. Wait a second. Okay. So, I guess this is the first time I've ever got into this, um, account. So, um, now I'm in the dashboard and should I be continuing with enroll/decline coverage? Yes, ma'am. Or like... Okay. Okay. Got it. All right. Well, that seems pretty straightforward from here, so I think I'm good. Awesome. Well, was there anything else I could help you out with today? No, that was all. Thank you so much. You're welcome. You have a great day, okay? You too. Have a good one. 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. This is Vivian. I, um, was looking to log into my account, um, and then I saw that it actually had been disabled and I was told to call this number.

Speaker speaker_1: Okay. Now are you trying to log in through the client portal or the virtual primary care portal?

Speaker speaker_2: Um... Good question. So, I am a freelancer through Creative Circle and they provide Benefits in a Card, so like I'm not the provider.

Speaker speaker_1: Okay. Now we-

Speaker speaker_2: But I don't... I'm not really sure which portal I was looking through. I'm trying to find that now.

Speaker speaker_1: Well is, is the website mybiac.com/creativecircle?

Speaker speaker_2: Oh. Hmm. Um... I was- I like got an email from you guys. It's no reply-virtualcare@benefitsinacard and it said like, you know, like it was welcome and activate your account. And so because like we're... It's like a new, a new season for, you know, benefits, like and insurance and stuff, so like I, I just followed it and it, and it led me to the disabled.

Speaker speaker_1: Okay. Um. Here, let's see. So go... Uh, try this one. Go to mybiac.com/creativecircle and then let me know whenever you're on that portal.

Speaker speaker_2: Mybiac.creativecircle.com?

Speaker speaker_1: No. Well, mybiac.com/creativecircle.

Speaker speaker_2: Oh.

Speaker speaker_1: My apologies.

Speaker speaker_2: All good. Creative Circle. Okay, and I see member login. Is that right?

Speaker speaker_1: No. Um, see for a lot of people like to click member login, um, but it's actually enroll/decline coverage. So click enroll/decline coverage.

Speaker speaker_2: Oh.

Speaker speaker_1: And if, and if you haven't registered your account, I would click register here and then create the account, and then once it's registered you can actually log in from there and then elect your benefits from there.

Speaker speaker_2: I see. I feel like I did make an account, so let me just try here. Uh... Okay. Maybe not. Register here. Got it. So I'm gonna do that.

Speaker speaker_1: And if that doesn't work, I may need to reach out to my IT department.

Speaker speaker_2: Okay. Let me see. Okay. It's putting in a verification number. Wait a second. Okay. So, I guess this is the first time I've ever got into this, um, account. So, um, now I'm in the dashboard and should I be continuing with enroll/decline coverage?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Or like... Okay. Okay. Got it. All right. Well, that seems pretty straightforward from here, so I think I'm good.

Speaker speaker_1: Awesome. Well, was there anything else I could help you out with today?

Speaker speaker_2: No, that was all. Thank you so much.

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

Speaker speaker_2: You too. Have a good one. Bye-bye.

Speaker speaker_1: All right. Bye-bye.