

Transcript: Justin

Mills-5429813254602752-6587215471493120

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yeah, um, I've been getting the runaround with, like, two or three different people. I just need help. Um, I ha- I'm with a company called Surge, and they gave me Benefits in a Card. I've never done this before. I've never had, been on a temp agency before. Um, and what has happened is that they sent me an email with a "activate your account" on it. So, I did that. Somehow, I have changed my wife as the head of the insurer. So, that's what I told the original person. They said, "Oh, we have to, we have to put you to, uh, 469-795-8479." I said, "Okay." So, I went to them, they said, "Oh, no, no, no. You've got to go to 1-800-44-4974-856." I've just got to be able to pick up my wife's medicine after the, after work today. So, I just need to get this fixed. Or maybe I don't need to get it fixed. I don't know. Okay. Um, well, let me try pulling your file and see what's going on first. So search staffing with the last four of your Social. Uh, 8205. And your first and last name. Mike Eakins. And address is 3883 Kayla Ct, Corron, Indiana, 47112. My birthdate is 12/4/64. And a good telephone number I have is 736-3538? Yes. And the email I have is mike.gretchen2001 at Gmail? Yes. Okay, so let's see here. Uh... Okay, so when you went, so you received an email regarding the activate your account and for some reason- Uh-huh. ... you were switched over to your spouse's as the head of the account, correct? I guess. I guess, yeah. Give me one second. Okay. 'Cause I do know, let me see, 'cause, see if the VIP standard includes that virtual primary care. Uh. No primary care. It's not under the... Okay. Um, hey, what, um, what, who, who's, who, who sent you that email? Where did it come from? If you don't mind me asking. Um, let's see here. The lady, well, the lady that sent it to me- Mm-hmm. ... um, the email address is no reply-virtualcare@benefitsinacard.com. And it said, "Dear Gretchen Eakins, welcome to Benefits in a Card as a mem-" Oh, wait a minute. I may be in the wrong one. Hang on. That may not be the original. Because I do know that... Well, I do know that, um- Okay. ... when you do sign up for the virtual primary care, your spouse and, you and your spouse both receive emails regarding logging into that account. So, if anything, she would, uh, actually direct- Well, then maybe I, maybe I am okay. Yeah. Um, let's see here. 'Cause whenever- Yeah, I did get an email. I do know that whenever you log in... Okay. So you did get an email and- I just sent it through hers. ... she did receive an email as well? Yes. Okay, so she did it through hers- And it came from... Yes. Okay. So if you get it through hers- So I need to activate my account also? Yes, sir. Okay, hang on while I got you on the phone. Let me do it while you're on. Okay. Let's see. Because I believe her account should already be active, activated since you, uh, she received that email. Can I use the same password? You should be able to, yes sir. Okay. Finished. Activate your account. Congratulations, your account has been activated. Log in. Okay. Sign in. Okay. Select a pharmacy. Uh, let's see here. CVS. Um. It doesn't have my pharmacy on there for CVS. Uh, certainly- Near 47112. Search. Oh, there it

is. Select pharmacy. Okay. Okay. Now, so you've already gained access- Um- ... to the account. Yes. Okay. Well, is there anything I can help you out with- Yes, I'm in. ... today, Michael? Um, it says here, "Your family, adult dependents, Gretchen Eakins, 70 year old male." She's, she's 70 years old but she's not male. Let's see. Um, maybe I can change that here. Self active. Um, so it's me. Oops, nope, that's not it. Um, account, dependents. Uh... Is there anything else I can assist you with today while logging in? No, I'd like to... Look, well, I'd like to change her from male to female. You know, transition or whatever she has to do. Um, how do I do that? Well- Now, when I go- Let me first be... I- When I go to, when I go to a pharmacy, what do I have to give, show them for my card? I think, well, there should be an ID card in the profile. Or, or an option that says view ID card. Uh, I got document manager. Uh, let's see here. Records for me. Um, medical, upload documents. I don't see one. I don't see one. Okay. Um, let's see here. Where could it... It should be, the ID card should be on the, on the main dashboard whenever you log in. I just went to the dashboard. Uh, it says good morning, Michael. Schedule a visit, personal info. See her height, weight, blood pressure, blood type, medical. Nothing there. Manage dependents. Nothing there. So, I do not see anything that says card. Okay. Bear with me one second, okay? Yeah, yeah, yeah. Hello. Are you still there? Yes. Awesome. Thank you so much for holding. So, you have the VIP standard which comes with virtual urgent care. However, that doesn't have an ID card, but your VIP standard medical card, uh, I can email that to you, which you can show them and they can- Sure. ... show, they can pull up that you have virtual urgent care coverage. Okay. Okay. And I just show my C, my, uh, pharmacy that? Correct. Yes, sir. Okay. Yeah, that'd be fine. Okay, so let me search up that ID card and I'll email it to you. Just bear with me one second, okay? Okay. Okay. I appreciate your help. Hello. Are you still there? Yep. Awesome. Thank you so much for holding. So, I went ahead and emailed that medical ID card to the email we had on file. Uh- Awesome. ... mike.gretchen01 at gmail. Um, email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. Okay. Great, thank you. You're welcome. Is there anything else I can assist you with today, Michael? That'll be it. Awesome. Well, you have a wonderful day, okay? Yep. You too. Thank you. You're welcome. 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: Yeah, um, I've been getting the runaround with, like, two or three different people. I just need help. Um, I ha- I'm with a company called Surge, and they gave me Benefits in a Card. I've never done this before. I've never had, been on a temp agency before. Um, and what has happened is that they sent me an email with a "activate your account" on it. So, I did that. Somehow, I have changed my wife as the head of the insurer. So, that's what I told the original person. They said, "Oh, we have to, we have to put you to, uh, 469-795-8479." I said, "Okay." So, I went to them, they said, "Oh, no, no, no. You've got to go to 1-800-44-4974-856." I've just got to be able to pick up my wife's medicine after the, after work today. So, I just need to get this fixed. Or maybe I don't need to get it fixed. I don't know.

Speaker speaker_0: Okay. Um, well, let me try pulling your file and see what's going on first. So search staffing with the last four of your Social.

Speaker speaker_1: Uh, 8205.

Speaker speaker_0: And your first and last name.

Speaker speaker_1: Mike Eakins. And address is 3883 Kayla Ct, Corron, Indiana, 47112. My birthdate is 12/4/64.

Speaker speaker_0: And a good telephone number I have is 736-3538?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is mike.gretchen2001 at Gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let's see here. Uh... Okay, so when you went, so you received an email regarding the activate your account and for some reason-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... you were switched over to your spouse's as the head of the account, correct?

Speaker speaker_1: I guess. I guess, yeah.

Speaker speaker_0: Give me one second. Okay. 'Cause I do know, let me see, 'cause, see if the VIP standard includes that virtual primary care. Uh. No primary care. It's not under the... Okay. Um, hey, what, um, what, who, who's, who, who sent you that email? Where did it come from? If you don't mind me asking.

Speaker speaker_1: Um, let's see here. The lady, well, the lady that sent it to me-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... um, the email address is no reply-virtualcare@benefitsinacard.com. And it said, "Dear Gretchen Eakins, welcome to Benefits in a Card as a mem-" Oh, wait a minute. I may be in the wrong one. Hang on. That may not be the original.

Speaker speaker_0: Because I do know that... Well, I do know that, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... when you do sign up for the virtual primary care, your spouse and, you and your spouse both receive emails regarding logging into that account. So, if anything, she would, uh, actually direct-

Speaker speaker_1: Well, then maybe I, maybe I am okay.

Speaker speaker_0: Yeah. Um, let's see here. 'Cause whenever-

Speaker speaker_1: Yeah, I did get an email.

Speaker speaker_0: I do know that whenever you log in... Okay. So you did get an email and-

Speaker speaker_1: I just sent it through hers.

Speaker speaker_0: ... she did receive an email as well?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so she did it through hers-

Speaker speaker_1: And it came from... Yes.

Speaker speaker_0: Okay. So if you get it through hers-

Speaker speaker_1: So I need to activate my account also?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay, hang on while I got you on the phone. Let me do it while you're on.

Speaker speaker_0: Okay.

Speaker speaker_1: Let's see.

Speaker speaker_0: Because I believe her account should already be active, activated since you, uh, she received that email.

Speaker speaker_1: Can I use the same password?

Speaker speaker_0: You should be able to, yes sir.

Speaker speaker_1: Okay. Finished. Activate your account. Congratulations, your account has been activated. Log in. Okay. Sign in. Okay. Select a pharmacy. Uh, let's see here. CVS. Um. It doesn't have my pharmacy on there for CVS.

Speaker speaker_0: Uh, certainly-

Speaker speaker_1: Near 47112. Search. Oh, there it is. Select pharmacy.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay.

Speaker speaker_0: Now, so you've already gained access-

Speaker speaker_1: Um-

Speaker speaker_0: ... to the account.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Well, is there anything I can help you out with-

Speaker speaker_1: Yes, I'm in.

Speaker speaker_0: ... today, Michael?

Speaker speaker_1: Um, it says here, "Your family, adult dependents, Gretchen Eakins, 70 year old male." She's, she's 70 years old but she's not male.

Speaker speaker_0: Let's see.

Speaker speaker_1: Um, maybe I can change that here. Self active. Um, so it's me. Oops, nope, that's not it. Um, account, dependents. Uh...

Speaker speaker_0: Is there anything else I can assist you with today while logging in?

Speaker speaker_1: No, I'd like to... Look, well, I'd like to change her from male to female. You know, transition or whatever she has to do. Um, how do I do that?

Speaker speaker_0: Well-

Speaker speaker_1: Now, when I go-

Speaker speaker_0: Let me first be... I-

Speaker speaker_1: When I go to, when I go to a pharmacy, what do I have to give, show them for my card?

Speaker speaker_0: I think, well, there should be an ID card in the profile. Or, or an option that says view ID card.

Speaker speaker_1: Uh, I got document manager. Uh, let's see here. Records for me. Um, medical, upload documents. I don't see one. I don't see one.

Speaker speaker_0: Okay. Um, let's see here.

Speaker speaker_1: Where could it...

Speaker speaker_0: It should be, the ID card should be on the, on the main dashboard whenever you log in.

Speaker speaker_1: I just went to the dashboard. Uh, it says good morning, Michael. Schedule a visit, personal info. See her height, weight, blood pressure, blood type, medical. Nothing there. Manage dependents. Nothing there. So, I do not see anything that says card.

Speaker speaker_0: Okay. Bear with me one second, okay?

Speaker speaker_1: Yeah, yeah, yeah.

Speaker speaker_0: Hello. Are you still there?

Speaker speaker_1: Yes.

Speaker speaker_0: Awesome. Thank you so much for holding. So, you have the VIP standard which comes with virtual urgent care. However, that doesn't have an ID card, but your VIP standard medical card, uh, I can email that to you, which you can show them and they can-

Speaker speaker_1: Sure.

Speaker speaker_0: ... show, they can pull up that you have virtual urgent care coverage.

Speaker speaker_1: Okay. Okay. And I just show my C, my, uh, pharmacy that?

Speaker speaker_0: Correct. Yes, sir.

Speaker speaker_1: Okay. Yeah, that'd be fine.

Speaker speaker_0: Okay, so let me search up that ID card and I'll email it to you. Just bear with me one second, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay.

Speaker speaker_1: I appreciate your help.

Speaker speaker_0: Hello. Are you still there?

Speaker speaker_1: Yep.

Speaker speaker_0: Awesome. Thank you so much for holding. So, I went ahead and emailed that medical ID card to the email we had on file. Uh-

Speaker speaker_1: Awesome.

Speaker speaker_0: ... mike.gretchen01 at gmail. Um, email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_1: Okay. Okay. Great, thank you.

Speaker speaker_0: You're welcome. Is there anything else I can assist you with today, Michael?

Speaker speaker_1: That'll be it.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: Yep. You too. Thank you.

Speaker speaker_0: You're welcome. Bye-bye.