

## **Transcript: Justin**

**Mills-5970180841193472-5534925520945152**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... because it's been... This is for my job, I don't- I'm not sure. I just know it's benefits and a car. I don't know what the actual provider... This is Justin. How can I help you today? Justin, hi. Yes, I can just call back up here and give it, or bring it back by. Um, I am trying to find out about new insurance that I got, and I can't seem to, um, log into it online. It's saying it's disabled. Okay. Um, now, when you go to the portal, are you clicking Member Login or D- Enroll/Decline Coverage? Member Login. Okay, 'cause I've noticed- But either way I need to sign up. Okay, go ahead. I've stated, uh, I've noticed whenever people click Member Login, it makes their account get disabled when in actuality, it's not disabled. Um, but if you would, go back to that home page of the portal and click Member Lo- uh, not Member Login, but Enroll/Decline Coverage, and then log into it that way. Either, either way today isn't the first day that I haven't been able to get into it. Okay, so let's see here. But you, you, you stated you selected Member Login instead of Enroll/Decline Coverage, correct?

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: ... because it's been... This is for my job, I don't- I'm not sure. I just know it's benefits and a car. I don't know what the actual provider...

Speaker speaker\_2: This is Justin. How can I help you today?

Speaker speaker\_1: Justin, hi. Yes, I can just call back up here and give it, or bring it back by. Um, I am trying to find out about new insurance that I got, and I can't seem to, um, log into it online. It's saying it's disabled.

Speaker speaker\_2: Okay. Um, now, when you go to the portal, are you clicking Member Login or D- Enroll/Decline Coverage?

Speaker speaker\_1: Member Login.

Speaker speaker\_2: Okay, 'cause I've noticed-

Speaker speaker\_1: But either way I need to sign up. Okay, go ahead.

Speaker speaker\_2: I've stated, uh, I've noticed whenever people click Member Login, it makes their account get disabled when in actuality, it's not disabled. Um, but if you would, go

back to that home page of the portal and click Member Lo- uh, not Member Login, but Enroll/Decline Coverage, and then log into it that way.

Speaker speaker\_1: Either, either way today isn't the first day that I haven't been able to get into it.

Speaker speaker\_2: Okay, so let's see here. But you, you, you stated you selected Member Login instead of Enroll/Decline Coverage, correct?