

Transcript: Justin

Mills-6469037855916032-6031267006038016

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? Hey. Um, I, my account is disabled when I try to log in online. Um, are you trying to log in to the m- Benefits in a Card portal or the, uh, virtual primary care? Benefits in a Card portal. Okay. Um, so let's see here. Now, whenever you go to the portal, are you clicking member log in or enroll/decline coverage? Um, member log in. Okay. I should already be enrolled. Yes. So for some reason, uh, whenever people click member log in, it takes them to the wrong place. Um, but if you click enroll/decline coverage and log in that way, you'll be able to log in to the portal through that way. I do know that. Okay. Um... All right. I'll try that. Yeah. What, what website are you on, if you don't mind me asking? I think I got the link from an email. I'm not sure. Um, the- Here, let's see here. I can try to look for it. No, I can... Um, here, if you go to this website that I'm about to provide you, um, it should take you to that portal what I'm talking about. And just let me know whenever you're ready. Um, are you gonna give me a URL? Yes. It's gonna be a website. Yes, sir. Okay. Hang on just one second. Okay. Okay. I'm ready. Okay. So the website is www.my, so M-Y, biac.com/accuforce. And it should take you to a portal that says Welcome to Accuforce. It says Download Documents, Member Log In, Enroll/Decline Coverage. Do you see that? Yes. Okay. Um, so click Enroll/Decline Coverage, and then try logging in through that way. And if you can't log in, try registering. All right. That worked. Awesome. Well, is there anything else I can help you out with today? Um, I don't think so. Um, will I get a, like a physical card in the mail soon? Um, yes. So once you do become active in the coverage, you usually res- receive physical ID cards within seven to 10 business days. Okay. Thank you. You're welcome. You have a great day, okay? All right. You too. Bye-bye. Thank you. 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: Hey. Um, I, my account is disabled when I try to log in online.

Speaker speaker_1: Um, are you trying to log in to the m- Benefits in a Card portal or the, uh, virtual primary care?

Speaker speaker_2: Benefits in a Card portal.

Speaker speaker_1: Okay. Um, so let's see here. Now, whenever you go to the portal, are you clicking member log in or enroll/decline coverage?

Speaker speaker_2: Um, member log in.

Speaker speaker_1: Okay.

Speaker speaker_2: I should already be enrolled.

Speaker speaker_1: Yes. So for some reason, uh, whenever people click member log in, it takes them to the wrong place. Um, but if you click enroll/decline coverage and log in that way, you'll be able to log in to the portal through that way. I do know that.

Speaker speaker_2: Okay. Um... All right. I'll try that.

Speaker speaker_1: Yeah. What, what website are you on, if you don't mind me asking?

Speaker speaker_2: I think I got the link from an email. I'm not sure. Um, the-

Speaker speaker_1: Here, let's see here.

Speaker speaker_2: I can try to look for it.

Speaker speaker_1: No, I can... Um, here, if you go to this website that I'm about to provide you, um, it should take you to that portal what I'm talking about. And just let me know whenever you're ready.

Speaker speaker_2: Um, are you gonna give me a URL?

Speaker speaker_1: Yes. It's gonna be a website. Yes, sir.

Speaker speaker_2: Okay. Hang on just one second.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay. I'm ready.

Speaker speaker_1: Okay. So the website is www.mybiac.com/accuforce. And it should take you to a portal that says Welcome to Accuforce. It says Download Documents, Member Log In, Enroll/Decline Coverage. Do you see that?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so click Enroll/Decline Coverage, and then try logging in through that way. And if you can't log in, try registering.

Speaker speaker_2: All right. That worked.

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

Speaker speaker_2: Um, I don't think so. Um, will I get a, like a physical card in the mail soon?

Speaker speaker_1: Um, yes. So once you do become active in the coverage, you usually receive physical ID cards within seven to 10 business days.

Speaker speaker_2: Okay. Thank you.

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

Speaker speaker_2: All right. You too. Bye-bye.

Speaker speaker_1: Thank you. Bye-bye.