

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Yes, Malcolm. I was trying to log into my benefits, but it says account disabled. I was going to see if you could help me out. What's the name of the company you work for? The company I work for is Skilled or Superior Skilled Trades. So last four of your social? 6162. First name? Francisco. Last name? Portales. P-O-R-T-A-L-E-S. For security purposes, can you verify your address and date of birth for me? 2803 Cromwell Lane, Baytown, Texas 77521, 12/27/83. Thank you. So we got your phone number as 832-409-8529. That would be correct. And the email is frankportales2@gmail.com. That's correct. Thank you. It says... You say, you're sh- it's showing that your coverage is inactive? It says your cove- your account is inable... is unable? No, it says... It says account disabled please contact member services. And which... When you're down, what are you trying to log into when it's saying that? Uh, the Benefits in the Card. Um, let me see. The thing is, I was trying to add my wife and my daughter last night. Mm-hmm. And I just wanted to make sure everything went right, because I'm trying to, uh... They didn't ask for her, her social and all that. Okay. I can get that taken care of for you. Yeah. Right, so, what's your spouse's name? Uh, Beatrice Ariana Portales. I think it's on there already. It shows her, but- It's not showing anybody on my end. Oh, shit. Yeah, let's fix this up. So how do you spell her first name? On the way it's on her ID is B-E-a-t-r-i-s. Last name? Portales. P-O-R-T-A-L-E-S. Social? 455-77-4569. Date of birth? '85. I need the full date of birth. 1985. I need the month, day and the year, sir. Oh, okay. 09/03/1985. Thank you. And just to confirm all the information. You said date of birth is 3... You said 09/03/1985? 09/03/'85, yes, sir. Thank you. All right then, what's the child? Do you have a child you want to add? Yes. Alyssa A- Is it male or female? Female. All right. How do you spell it? Alyssa is A-l-y-s-s-a. Same last and first name? Or Marie. Oh, Portales, same thing. P-O-R-T-A-L-E-S. Thank you. Social? Social is 632-15-3873. You said 632-15-3873? 15-3873. That is correct. And then the date of birth? 4/22/08. Yeah. Was there another child? No, that's it. All right. So I've got that updated for you. It looks like you're missing a beneficiary for your life insurance policy, too. Would you like to add a beneficiary? Uh, I think I'll go ahead and put my spouse. Okay. So first name B-e-a-t-r-i-s? Yes. All right. Got that updated for you. All right. So I've got them added to your coverage. Yeah. And you say you were having an issue logging in and you said it's saying your coverage is disabled, correct? Our, yeah, account disabled. All right. You mind if I put you on a brief hold? No, go ahead. Thank you. Are you there, Mr. Portales? Yes. All right. So I am look- I did look into your issue. So I did, e- emailed it to my back office. It's gonna take 24 to 48 hours for them to investigate and see what's going on with that issue. But as soon as the issue get resolved, I'll be able to contact you and let you know. All right. Thank you, sir. No problem. Was there anything else I could help you with today? Um, to find doctors in the network, how do I go about doing that? So if you wanted to find doc-... You said

doctors and who else? Like, doctors that are in the network. Okay. So yeah, for medical, you would go to multiplan.com. Multiplan.com? Yes, sir. All right. So in there, then- So I just type in my... Go ahead. O- once I get to that, what do I do? So you... Um, give me one moment. I can pull up the website and walk you, walk you through it. Let me, uh, let me pull it up, too. Let me know whenever you have it pulled up. All right, one second, one second. Mm-hmm. All right, go ahead. All right. So once you go to multiplan.com, you should see a button in the corner that says Find a Provider. Uh-huh. And then you hit that button. Uh, uh-huh. And then you should see, at the top it says MultiPlan Network, and then it says Hospital Indemnity Plan. Okay. Cool, cool. And that's for dental? It says Medical and Dental Benefit Plan. I meant... And would dental be on the same one or it's a whole different one? So dental, it will be on ampublic.com. I can also walk you through that, if you would like. Okay. That's A- That's pretty user-friendly then, huh? Yes, sir. Yeah. Whenever you- What did you say the website was for dental? So it's A as in apple, M as in Mike, public.com. All right. And... All right. Workforce Benefits or Work4u? S- so you want to scroll all the way down to the bottom, where it says Provider Resources, and you'll see a Carrington Dental provider search. Where would this bring up, brother? So on the ampublic.com, you want to scroll to the bottom of the page. You should see a, big words that says Provider Resources. And it says Provider Sign-In and then Carrington Dental provider search. Uh-huh. You want to hit the Carrington Dental provider search. All right. I already hit that. Okay, so once you do that, you're going to scroll down again. You should see- All right, I'm just gonna- ... an option to search. So it actually says, right, in the orange, it says, "Ident-" It says, "Individuals with Carrington Dental Plan, search dental providers." Okay, search dental providers? Mm-hmm. All right. And then when it says Provider Search, it's going to ask you some information. You can fill that information in. And then hit the Search for Providers button. All right, cool. Hell yeah. Well, I appreciate that, sir. No problem, Mr. Portales. Was there anything else that I can help you with today? No, I think we're all... I think we're pretty good. And then for vision... Or, or that's it all on their website, huh? Or once everything's- Yeah. ... up and going? Yeah, so for the vision, you want to go to metlife.com. Metlife.com? Mm-hmm. Have you received any of your ID cards yet? No sir, I haven't. So n- you haven't received none of them? Well, no. They just, uh, they just took it out my check twice already. That's all. That's why I know. Okay. Okay, so I see- But- Yeah, I see where both deductions were taken. So what I'm going to do, um, let me see if they updated... If you don't mind being on hold again, I'm gonna see if they got you... if they actually... So you see you got the family plus family, the employee plus family, but I've just added your dependents today. It typically does take 24 to 48 hours for them to update the dependency and for it to reflect on your coverage. So I was... What I was going to do was send you your ID cards now, but since you just added your dependents, it will take a couple days for them to update it in the system, and then it'll actually show up on their side as well. So if you wanted digital copies of your ID cards, I recommend calling back around, you know, Thursday or Friday, or even Wednesday, to see if it's been updated, and then we can get those sent to you digitally while you wait on the physical copies. Okay. Heck yeah, that'll work out. So call back like Friday and then re- request, uh, digital cards? Friday at the latest, 'cause it only takes 24 to 48 hours for the update. Okay. And I'll call this number, right? The 1-800-497-4853. 3853. Yes, sir. All right. Well, I appreciate that, sir. You've been really helpful. No problem, Mr. Portales. Was there anything else I could help you with today? No, sir. That's it. All right. Thank you for calling Benefits in the Car. Hope you have a great rest of your week now. All

right. Thank you, sir. Goodbye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Yes, Malcolm. I was trying to log into my benefits, but it says account disabled. I was going to see if you could help me out.

Speaker speaker_0: What's the name of the company you work for?

Speaker speaker_1: The company I work for is Skilled or Superior Skilled Trades.

Speaker speaker_0: So last four of your social?

Speaker speaker_1: 6162.

Speaker speaker_0: First name?

Speaker speaker_1: Francisco.

Speaker speaker_0: Last name?

Speaker speaker_1: Portales. P-O-R-T-A-L-E-S.

Speaker speaker_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 2803 Cromwell Lane, Baytown, Texas 77521, 12/27/83.

Speaker speaker_0: Thank you. So we got your phone number as 832-409-8529.

Speaker speaker_1: That would be correct.

Speaker speaker_0: And the email is frankportales2@gmail.com.

Speaker speaker_1: That's correct. Thank you.

Speaker speaker_0: It says... You say, you're sh- it's showing that your coverage is inactive? It says your cove- your account is inable... is unable?

Speaker speaker_1: No, it says... It says account disabled please contact member services.

Speaker speaker_0: And which... When you're down, what are you trying to log into when it's saying that?

Speaker speaker_1: Uh, the Benefits in the Card. Um, let me see. The thing is, I was trying to add my wife and my daughter last night.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And I just wanted to make sure everything went right, because I'm trying to, uh... They didn't ask for her, her social and all that.

Speaker speaker_0: Okay. I can get that taken care of for you.

Speaker speaker_1: Yeah.

Speaker speaker_0: Right, so, what's your spouse's name?

Speaker speaker_1: Uh, Beatrice Ariana Portales. I think it's on there already. It shows her, but-

Speaker speaker_0: It's not showing anybody on my end.

Speaker speaker_1: Oh, shit. Yeah, let's fix this up.

Speaker speaker_0: So how do you spell her first name?

Speaker speaker_1: On the way it's on her ID is B-E-a-t-r-i-s.

Speaker speaker_0: Last name?

Speaker speaker_1: Portales. P-O-R-T-A-L-E-S.

Speaker speaker_0: Social?

Speaker speaker_1: 455-77-4569.

Speaker speaker_0: Date of birth?

Speaker speaker_1: '85.

Speaker speaker_0: I need the full date of birth.

Speaker speaker_1: 1985.

Speaker speaker_0: I need the month, day and the year, sir.

Speaker speaker_1: Oh, okay. 09/03/1985.

Speaker speaker_0: Thank you. And just to confirm all the information. You said date of birth is 3... You said 09/03/1985?

Speaker speaker_1: 09/03/'85, yes, sir.

Speaker speaker_0: Thank you. All right then, what's the child? Do you have a child you want to add?

Speaker speaker_1: Yes. Alyssa A-

Speaker speaker_0: Is it male or female?

Speaker speaker_1: Female.

Speaker speaker_0: All right. How do you spell it?

Speaker speaker_1: Alyssa is A-l-y-s-s-a.

Speaker speaker_0: Same last and first name?

Speaker speaker_1: Or Marie. Oh, Portales, same thing. P-O-R-T-A-L-E-S.

Speaker speaker_0: Thank you. Social?

Speaker speaker_1: Social is 632-15-3873.

Speaker speaker_0: You said 632-15-3873?

Speaker speaker_1: 15-3873. That is correct.

Speaker speaker_0: And then the date of birth?

Speaker speaker_1: 4/22/08.

Speaker speaker_0: Yeah. Was there another child?

Speaker speaker_1: No, that's it.

Speaker speaker_0: All right. So I've got that updated for you. It looks like you're missing a beneficiary for your life insurance policy, too. Would you like to add a beneficiary?

Speaker speaker_1: Uh, I think I'll go ahead and put my spouse.

Speaker speaker_0: Okay. So first name B-e-a-t-r-i-s?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Got that updated for you. All right. So I've got them added to your coverage.

Speaker speaker_1: Yeah.

Speaker speaker_0: And you say you were having an issue logging in and you said it's saying your coverage is disabled, correct?

Speaker speaker_1: Our, yeah, account disabled.

Speaker speaker_0: All right. You mind if I put you on a brief hold?

Speaker speaker_1: No, go ahead.

Speaker speaker_0: Thank you. Are you there, Mr. Portales?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So I am look- I did look into your issue. So I did, e- emailed it to my back office. It's gonna take 24 to 48 hours for them to investigate and see what's going on with that issue. But as soon as the issue get resolved, I'll be able to contact you and let you know.

Speaker speaker_1: All right. Thank you, sir.

Speaker speaker_0: No problem. Was there anything else I could help you with today?

Speaker speaker_1: Um, to find doctors in the network, how do I go about doing that?

Speaker speaker_0: So if you wanted to find doc-... You said doctors and who else?

Speaker speaker_1: Like, doctors that are in the network.

Speaker speaker_0: Okay. So yeah, for medical, you would go to multiplan.com.

Speaker speaker_1: Multiplan.com?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right.

Speaker speaker_0: So in there, then-

Speaker speaker_1: So I just type in my...

Speaker speaker_0: Go ahead.

Speaker speaker_1: O- once I get to that, what do I do?

Speaker speaker_0: So you... Um, give me one moment. I can pull up the website and walk you, walk you through it.

Speaker speaker_1: Let me, uh, let me pull it up, too.

Speaker speaker_0: Let me know whenever you have it pulled up.

Speaker speaker_1: All right, one second, one second.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: All right, go ahead.

Speaker speaker_0: All right. So once you go to multiplan.com, you should see a button in the corner that says Find a Provider.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: And then you hit that button.

Speaker speaker_1: Uh, uh-huh.

Speaker speaker_0: And then you should see, at the top it says MultiPlan Network, and then it says Hospital Indemnity Plan.

Speaker speaker_1: Okay. Cool, cool. And that's for dental?

Speaker speaker_0: It says Medical and Dental Benefit Plan. I meant...

Speaker speaker_1: And would dental be on the same one or it's a whole different one?

Speaker speaker_0: So dental, it will be on ampublic.com. I can also walk you through that, if you would like.

Speaker speaker_1: Okay.

Speaker speaker_0: That's A-

Speaker speaker_1: That's pretty user-friendly then, huh?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Yeah.

Speaker speaker_0: Whenever you-

Speaker speaker_1: What did you say the website was for dental?

Speaker speaker_0: So it's A as in apple, M as in Mike, public.com.

Speaker speaker_1: All right. And... All right. Workforce Benefits or Work4u?

Speaker speaker_0: S- so you want to scroll all the way down to the bottom, where it says Provider Resources, and you'll see a Carrington Dental provider search.

Speaker speaker_1: Where would this bring up, brother?

Speaker speaker_0: So on the ampublic.com, you want to scroll to the bottom of the page. You should see a, big words that says Provider Resources. And it says Provider Sign-In and then Carrington Dental provider search.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: You want to hit the Carrington Dental provider search.

Speaker speaker_1: All right. I already hit that.

Speaker speaker_0: Okay, so once you do that, you're going to scroll down again. You should see-

Speaker speaker_1: All right, I'm just gonna-

Speaker speaker_0: ... an option to search. So it actually says, right, in the orange, it says, "Ident-" It says, "Individuals with Carrington Dental Plan, search dental providers."

Speaker speaker_1: Okay, search dental providers?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: All right.

Speaker speaker_0: And then when it says Provider Search, it's going to ask you some information. You can fill that information in. And then hit the Search for Providers button.

Speaker speaker_1: All right, cool. Hell yeah. Well, I appreciate that, sir.

Speaker speaker_0: No problem, Mr. Portales. Was there anything else that I can help you with today?

Speaker speaker_1: No, I think we're all... I think we're pretty good. And then for vision... Or, or that's it all on their website, huh? Or once everything's-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... up and going?

Speaker speaker_0: Yeah, so for the vision, you want to go to metlife.com.

Speaker speaker_1: Metlife.com?

Speaker speaker_0: Mm-hmm. Have you received any of your ID cards yet?

Speaker speaker_1: No sir, I haven't.

Speaker speaker_0: So n- you haven't received none of them?

Speaker speaker_1: Well, no. They just, uh, they just took it out my check twice already. That's all. That's why I know.

Speaker speaker_0: Okay. Okay, so I see-

Speaker speaker_1: But-

Speaker speaker_0: Yeah, I see where both deductions were taken. So what I'm going to do, um, let me see if they updated... If you don't mind being on hold again, I'm gonna see if they got you... if they actually... So you see you got the family plus family, the employee plus family, but I've just added your dependents today. It typically does take 24 to 48 hours for them to update the dependency and for it to reflect on your coverage. So I was... What I was going to do was send you your ID cards now, but since you just added your dependents, it will take a couple days for them to update it in the system, and then it'll actually show up on their side as well. So if you wanted digital copies of your ID cards, I recommend calling back around, you know, Thursday or Friday, or even Wednesday, to see if it's been updated, and then we can get those sent to you digitally while you wait on the physical copies.

Speaker speaker_1: Okay. Heck yeah, that'll work out. So call back like Friday and then re-request, uh, digital cards?

Speaker speaker_0: Friday at the latest, 'cause it only takes 24 to 48 hours for the update.

Speaker speaker_1: Okay. And I'll call this number, right? The 1-800-497-4853.

Speaker speaker_0: 3853. Yes, sir.

Speaker speaker_1: All right. Well, I appreciate that, sir. You've been really helpful.

Speaker speaker_0: No problem, Mr. Portales. Was there anything else I could help you with today?

Speaker speaker_1: No, sir. That's it.

Speaker speaker_0: All right. Thank you for calling Benefits in the Car. Hope you have a great rest of your week now.

Speaker speaker_1: All right. Thank you, sir. Goodbye.

Speaker speaker_0: Bye.