

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Yes, good morning. Um, the previous person I was just speaking to was so quick to hang up when I'm trying to log into my account, so any time I'm logging into my account with a new password, it keeps saying "account disabled" when I just activated the, the account last week on the seventh. Okay. Which Social Security number you working for, ma'am? Creative Circle. What's the last four of your social? Three, zero, one, eight... First name? Jacklyn. How do you spell that? How do I spell it? Hello? Yes, ma'am. J-A-C-K-L-Y-N. Last name? Landers. All right, for security purposes, can you verify your address and date of birth for me? 2003 Joplin Place, Hephzibah, Georgia, 30815. Date of birth, 07/07/1990. Excuse me, so we have your phone number 347-613-6782? Yes. And your email is jackeylandy@gmail.com? That is correct. Thank you. All right. "Mam, we tried to activate her virtual services, getting error message. Went on site, started activation practice, but never Yeah. ... able to recover email." So you said... So she said she went online and it got you enrolled. So you still having issues? Yeah. And I've changed the password already like three times within that time period, and again she hung up so fast. And so, you know, I wanted to at least confirm that before we got off the phone. Okay. I actually have a doctor's appointment today, so. So what exactly do you need, Ms. Landers? Do you need your ID cards or are you trying to use the virtual care? I need ID cards. Okay. So which ID cards do you need? I can get those sent to you. Um, I think that's one for, I guess, all of them, because I have like the premium one. Okay. So you will get a vision card, a dental card and a medical card. Do you need those three sent to you? Yes. You mind if I put you in on brief hold while I get those for you? Yeah, please. Thank you. Hey, are you there, Ms. Landers? Yes. So is the jackeylandy@gmail.com a good email to send them to? Yes, it is. So, I just sent those to your email. Could you verify that you received them? Okay, giving me one moment. Um, is there someone specific email address? So, it'd be info@benefitsinacard.com. Okay. Sometimes it does go to your spam folder as well. Okay. Um, yes, I just got that number, I think. Let, let me check that. Um. So, 2003 Jackson Place, is that a home or an apartment? That is a home. Okay. I just want to make sure with, uh, physical cards, to make sure there's no apartment number that they specifically need to send it to you. No. No. Right, you say you received them? Um, I, I, personally... Yes. The only thing I know that I'm getting is the life insurance in the mail, but I didn't get, like, the physical cards yet. Um, so you said- So, the only cards you would get physically is Oh, so you said only the vision and the dental I would be receiving? No, ma'am. So, what I'm going to say... I was going to say, the only cards that you get physically is your vision, dental and your medical. All the other cards, you wouldn't, you wouldn't have, you wouldn't get any cards for those other... So, your behavioral health, you wouldn't get a card for. You should get a email for that. Your life insurance, you wouldn't need a card for. Critical illness, you wouldn't need a card for.

Group accident, you wouldn't need a card for. And with your FreeRx, you would need to go to FreeRx website and claim your account, and then your ID card will be on that page once you claim your account. Okay, yeah. Once... Like, um, again, I was briefly saw the screen last week but I can't log in. Who you referring to? Yeah, um, because I use a different... I also used a different machine when I was away and I was able to get in, but after that, no. Are you talking to me, ma'am? Yes. Okay, so which, which one are you referring to when you say you were trying to log in and it didn't allow you? The website, it says virtualcare.benefitsinacard.com. I couldn't log in. Okay. So, what I'm going to do, I'm going to email my back office so they can get that, so they can investigate why that was happening. And then once I get an update from them, I will give you a call back about your virtual urgent care. But you should have your ID cards now. Your coverage is active. Okay. And you can expect your physical ID cards in one to two weeks. Got it. Okay. Right. Well, is there anything else I can help you with today, Ms. Landers? Um, you know, I did mention earlier, I am going to a doctor's appointment. So, how am I able to, you know, get those, um, that specific ID card for a primary care visit? So, your ID, you should have... There should be PDF files of your ID cards in the email that I sent you. Um, hold on a second. Is that the... It came out small. You should see dental, medical and vision. Hold on a second. Uh, where is it? Just a second. Um, the American Public Life, that's the medical? Yes, ma'am. Okay. Got it. And do you see- Sorry that I don't have my glasses on to see that, but okay. Do you see the physical cards down at the bottom? Yes. Or at the top? Yep. I'm, I'm seeing it now. Okay. Well, was there anything else I can help you with today, Ms. Landers? Um, no, that's it. Right. And once again, once I get hear back from the back office about your virtual urgent care login issue, I will give you a call, give you a call back and give you that update. Okay. Right. If there's nothing else, Ms. Landers, thanks for calling Benefits in a Card. I hope you have a great rest of your week. Thank you. You too. Thank you. No problem.

Conversation Format

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

Speaker speaker_1: Yes, good morning. Um, the previous person I was just speaking to was so quick to hang up when I'm trying to log into my account, so any time I'm logging into my account with a new password, it keeps saying "account disabled" when I just activated the, the account last week on the seventh.

Speaker speaker_0: Okay. Which Social Security number you working for, ma'am?

Speaker speaker_1: Creative Circle.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: Three, zero, one, eight...

Speaker speaker_0: First name?

Speaker speaker_1: Jacklyn.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: How do I spell it?

Speaker speaker_0: Hello? Yes, ma'am.

Speaker speaker_1: J-A-C-K-L-Y-N.

Speaker speaker_0: Last name?

Speaker speaker_1: Landers.

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

Speaker speaker_1: 2003 Joplin Place, Hephzibah, Georgia, 30815. Date of birth, 07/07/1990.

Speaker speaker_0: Excuse me, so we have your phone number 347-613-6782?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is jackeylandy@gmail.com?

Speaker speaker_1: That is correct.

Speaker speaker_0: Thank you. All right. "Mam, we tried to activate her virtual services, getting error message. Went on site, started activation practice, but never

Speaker speaker_2: Yeah.

Speaker speaker_0: ... able to recover email." So you said... So she said she went online and it got you enrolled. So you still having issues?

Speaker speaker_1: Yeah. And I've changed the password already like three times within that time period, and again she hung up so fast. And so, you know, I wanted to at least confirm that before we got off the phone.

Speaker speaker_0: Okay.

Speaker speaker_1: I actually have a doctor's appointment today, so.

Speaker speaker_0: So what exactly do you need, Ms. Landers? Do you need your ID cards or are you trying to use the virtual care?

Speaker speaker_1: I need ID cards.

Speaker speaker_0: Okay. So which ID cards do you need? I can get those sent to you.

Speaker speaker_1: Um, I think that's one for, I guess, all of them, because I have like the premium one.

Speaker speaker_0: Okay. So you will get a vision card, a dental card and a medical card. Do you need those three sent to you?

Speaker speaker_1: Yes.

Speaker speaker_0: You mind if I put you in on brief hold while I get those for you?

Speaker speaker_1: Yeah, please.

Speaker speaker_0: Thank you. Hey, are you there, Ms. Landers?

Speaker speaker_1: Yes.

Speaker speaker_0: So is the jackeylandy@gmail.com a good email to send them to?

Speaker speaker_1: Yes, it is.

Speaker speaker_0: So, I just sent those to your email. Could you verify that you received them?

Speaker speaker_3: Okay, giving me one moment. Um, is there someone specific email address?

Speaker speaker_0: So, it'd be info@benefitsinacard.com.

Speaker speaker_3: Okay.

Speaker speaker_0: Sometimes it does go to your spam folder as well.

Speaker speaker_3: Okay. Um, yes, I just got that number, I think. Let, let me check that. Um.

Speaker speaker_0: So, 2003 Jackson Place, is that a home or an apartment?

Speaker speaker_3: That is a home.

Speaker speaker_0: Okay. I just want to make sure with, uh, physical cards, to make sure there's no apartment number that they specifically need to send it to you.

Speaker speaker_3: No. No.

Speaker speaker_0: Right, you say you received them?

Speaker speaker_3: Um, I, I, personally... Yes. The only thing I know that I'm getting is the life insurance in the mail, but I didn't get, like, the physical cards yet. Um, so you said-

Speaker speaker_0: So, the only cards you would get physically is

Speaker speaker_3: Oh, so you said only the vision and the dental I would be receiving?

Speaker speaker_0: No, ma'am. So, what I'm going to say... I was going to say, the only cards that you get physically is your vision, dental and your medical. All the other cards, you wouldn't, you wouldn't have, you wouldn't get any cards for those other... So, your behavioral health, you wouldn't get a card for. You should get a email for that. Your life insurance, you wouldn't need a card for. Critical illness, you wouldn't need a card for. Group accident, you wouldn't need a card for. And with your FreeRx, you would need to go to FreeRx website and claim your account, and then your ID card will be on that page once you claim your account.

Speaker speaker_3: Okay, yeah. Once... Like, um, again, I was briefly saw the screen last week but I can't log in.

Speaker speaker_0: Who you referring to?

Speaker speaker_3: Yeah, um, because I use a different... I also used a different machine when I was away and I was able to get in, but after that, no.

Speaker speaker_0: Are you talking to me, ma'am?

Speaker speaker_3: Yes.

Speaker speaker_0: Okay, so which, which one are you referring to when you say you were trying to log in and it didn't allow you?

Speaker speaker_3: The website, it says virtualcare.benefitsinacard.com. I couldn't log in.

Speaker speaker_0: Okay. So, what I'm going to do, I'm going to email my back office so they can get that, so they can investigate why that was happening. And then once I get an update from them, I will give you a call back about your virtual urgent care. But you should have your ID cards now. Your coverage is active.

Speaker speaker_3: Okay.

Speaker speaker_0: And you can expect your physical ID cards in one to two weeks.

Speaker speaker_3: Got it. Okay.

Speaker speaker_0: Right. Well, is there anything else I can help you with today, Ms. Landers?

Speaker speaker_3: Um, you know, I did mention earlier, I am going to a doctor's appointment. So, how am I able to, you know, get those, um, that specific ID card for a primary care visit?

Speaker speaker_0: So, your ID, you should have... There should be PDF files of your ID cards in the email that I sent you.

Speaker speaker_3: Um, hold on a second. Is that the... It came out small.

Speaker speaker_0: You should see dental, medical and vision.

Speaker speaker_3: Hold on a second. Uh, where is it? Just a second. Um, the American Public Life, that's the medical?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_3: Okay. Got it.

Speaker speaker_0: And do you see-

Speaker speaker_3: Sorry that I don't have my glasses on to see that, but okay.

Speaker speaker_0: Do you see the physical cards down at the bottom?

Speaker speaker_3: Yes.

Speaker speaker_0: Or at the top?

Speaker speaker_3: Yep. I'm, I'm seeing it now.

Speaker speaker_0: Okay. Well, was there anything else I can help you with today, Ms. Landers?

Speaker speaker_3: Um, no, that's it.

Speaker speaker_0: Right. And once again, once I get hear back from the back office about your virtual urgent care login issue, I will give you a call, give you a call back and give you that update.

Speaker speaker_3: Okay.

Speaker speaker_0: Right. If there's nothing else, Ms. Landers, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_3: Thank you. You too.

Speaker speaker_0: Thank you.

Speaker speaker_3: No problem.