

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Matt, how may I help you? Hi. I'm calling because, uh, it says that my account's disabled. I'm trying to get in and get a doctor's note. Um. My account's disabled. I'm confu- this is Benefits in a Card? Yes. And you say you're trying to log in and get a doctor's note? I'm on your guys' virtual care Benefits with... inacard.com. I had gotten a... I'd, I'd done a consultation earlier this week and I need the doctor's note. And you're saying it's denying you access to your account? Yeah, it says, "Account disabled. Please contact member services." What's the name of the company you work for? Uh, MAU Workforce Solutions. So last four of your Social? 8014. First name? Brandon. Say that again. Brandon. Last name? Shaw. All right. For security purposes, can you verify your address and date of birth for me? Yeah. It's 2279 North Hobbs Creek Drive, Layton, Utah 84040 and September 4th is the date I was born. Thank you. So we got it here. Your phone number is 986-230-9941? Yep. And the email is brandonshaw187@gmail.com? Yes. Hmm. Hmm. I don't see why not... I don't see why they say your coverage is active. It isn't active anymore. It says, it looks like you called, like, an outbounds call made on the 29th. That was last Wednesday. It says here, "I've been called and assisted." So is this still an issue? The issue never resolved itself? Uh, what was that? Sorry. Give me one moment. All right. You mind if I put you on a brief hold? No, you're fine. Thank you. Are you there, Mr. South? Yes, I am. So it's not... It's not showing that, uh, MA- MAU offers the virtual urgent care service. So I was able to use it the other day, I just need to access the doctor's note. Like, it... He says in my email, "A consultation has completed with your physician. For more information to download recording consultation or, or view doctor's notes, please log in to My Consultations." Is that... Are you sure that's not something from your doctor and not... Not just a- That's from you guys. It's got Benefits in a- in a Card logo at the very top of the email. Mm-hmm. I've done two virtual consultations through you guys. You mind if I put you on a brief hold again? Yeah. Thank you. Yep. Are you there, Mr. Yeah. Are you there, Mr. Sorry, I was muted. Oh no, you're fine. So, from w- from my understanding, you shouldn't have had access to the virtual primary care, not... I mean, for- Right. ... urchin care. I'm not sure how you were able to receive access, but from what I was told, on our end, you will be able to have access again come 2/10 because you got the Insure Plus and, uh, added to your coverage. All right. Uh- Yep. ... can I not get into it to get that doctor's note? Yeah, we wouldn't... So, again, you weren't supposed to have access in the first place, so unfortunately, you wouldn't have access again until 2/10 once the, once the coverage- All right. ... actually- But what if I get fired because I can't get access to a doctor's note that I'm supposed to have? Isn't there something in HIPAA against that, that you guys are holding my medical records? Do you mind if I put you on a brief hold again, sir? Sure. Thank you. Are you there, Mr. Shaw? Yes. All right. So they, they were able to grant you temporary access to receive so you can, um, get

that doctor's bill out the account, but it will... A- After that hour, it will be back to single- All right. ... your actual cover starts. All right. Is there anything else I can help you with today, Mr. Shaw? Nope. That's all. If there's nothing else, thanks for calling Bannister & Smetcaro. Hope you have a great rest of your week. Thanks. Bye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Matt, how may I help you?

Speaker speaker_1: Hi. I'm calling because, uh, it says that my account's disabled. I'm trying to get in and get a doctor's note.

Speaker speaker_0: Um.

Speaker speaker_1: My account's disabled.

Speaker speaker_0: I'm confu- this is Benefits in a Card?

Speaker speaker_1: Yes.

Speaker speaker_0: And you say you're trying to log in and get a doctor's note?

Speaker speaker_1: I'm on your guys' virtual care Benefits with... inacard.com. I had gotten a... I'd, I'd done a consultation earlier this week and I need the doctor's note.

Speaker speaker_0: And you're saying it's denying you access to your account?

Speaker speaker_1: Yeah, it says, "Account disabled. Please contact member services."

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

Speaker speaker_1: Uh, MAU Workforce Solutions.

Speaker speaker_0: So last four of your Social?

Speaker speaker_1: 8014.

Speaker speaker_0: First name?

Speaker speaker_1: Brandon.

Speaker speaker_0: Say that again.

Speaker speaker_1: Brandon.

Speaker speaker_0: Last name?

Speaker speaker_1: Shaw.

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

Speaker speaker_1: Yeah. It's 2279 North Hobbs Creek Drive, Layton, Utah 84040 and September 4th is the date I was born.

Speaker speaker_0: Thank you. So we got it here. Your phone number is 986-230-9941?

Speaker speaker_1: Yep.

Speaker speaker_0: And the email is brandonshaw187@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Hmm. Hmm. I don't see why not... I don't see why they say your coverage is active. It isn't active anymore. It says, it looks like you called, like, an outbounds call made on the 29th. That was last Wednesday. It says here, "I've been called and assisted." So is this still an issue? The issue never resolved itself?

Speaker speaker_1: Uh, what was that? Sorry.

Speaker speaker_0: Give me one moment.

Speaker speaker_1: All right.

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

Speaker speaker_1: No, you're fine.

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

Speaker speaker_1: Yes, I am.

Speaker speaker_0: So it's not... It's not showing that, uh, MA- MAU offers the virtual urgent care service.

Speaker speaker_1: So I was able to use it the other day, I just need to access the doctor's note. Like, it... He says in my email, "A consultation has completed with your physician. For more information to download recording consultation or, or view doctor's notes, please log in to My Consultations."

Speaker speaker_0: Is that... Are you sure that's not something from your doctor and not... Not just a-

Speaker speaker_1: That's from you guys. It's got Benefits in a- in a Card logo at the very top of the email.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I've done two virtual consultations through you guys.

Speaker speaker_0: You mind if I put you on a brief hold again?

Speaker speaker_1: Yeah.

Speaker speaker_0: Thank you.

Speaker speaker_1: Yep.

Speaker speaker_0: Are you there, Mr.

Speaker speaker_1: Yeah.

Speaker speaker_0: Are you there, Mr.

Speaker speaker_1: Sorry, I was muted.

Speaker speaker_0: Oh no, you're fine. So, from w- from my understanding, you shouldn't have had access to the virtual primary care, not... I mean, for-

Speaker speaker_1: Right.

Speaker speaker_0: ... urchin care. I'm not sure how you were able to receive access, but from what I was told, on our end, you will be able to have access again come 2/10 because you got the Insure Plus and, uh, added to your coverage.

Speaker speaker_1: All right. Uh-

Speaker speaker_0: Yep.

Speaker speaker_1: ... can I not get into it to get that doctor's note?

Speaker speaker_0: Yeah, we wouldn't... So, again, you weren't supposed to have access in the first place, so unfortunately, you wouldn't have access again until 2/10 once the, once the coverage-

Speaker speaker_1: All right.

Speaker speaker_0: ... actually-

Speaker speaker_1: But what if I get fired because I can't get access to a doctor's note that I'm supposed to have? Isn't there something in HIPAA against that, that you guys are holding my medical records?

Speaker speaker_0: Do you mind if I put you on a brief hold again, sir?

Speaker speaker_1: Sure.

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

Speaker speaker_2: Yes.

Speaker speaker_0: All right. So they, they were able to grant you temporary access to receive so you can, um, get that doctor's bill out the account, but it will... A- After that hour, it will be back to single-

Speaker speaker_2: All right.

Speaker speaker_0: ... your actual cover starts.

Speaker speaker_2: All right.

Speaker speaker_0: Is there anything else I can help you with today, Mr. Shaw?

Speaker speaker_2: Nope. That's all.

Speaker speaker_0: If there's nothing else, thanks for calling Bannister & Smetcaro. Hope you have a great rest of your week.

Speaker speaker_2: Thanks. Bye.

Speaker speaker_0: Bye.