

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking, how may I help you? Hi, I'm trying to find out what my coverage, uh, what my benefits are. I'm having a hard time seeing that on the website. It just says, "Speak with a counselor." Okay. And who do you work for, ma'am? This will be through Creative Circle. May I have the last four digits of your Social? 5257. Your first and last name? Camille Smith. Mrs. Smith, for security reasons, just to make sure we are in the correct file, can we please verify your complete address and date of birth? 4242 Northeast Halsey Street, Apartment 506, Portland, Oregon 97213, August 30th, 1978. Thank you for the information. We have a telephone number on file which is 3... 312-532-5598, and your email is- That's a- Do you have this- That's not a current number. Okay. Is it when you called in- I don't know why they would have that number on there. No. What's the new- the new number, ma'am? 773... Wait a minute. Yeah, no, I don't know why they would have this, 773-729-8624. Weird, that number. All right. Why would they have that number? That's interesting. So, um, you are enrolled in the medical, dental, life, vision, behavioral health? So I do have dental? Yes, ma'am. Um, h- does this show how long I've been enrolled? Did I, did I have dental in the- the previous? 'Cause I think this is, uh, uh, I guess I updated it. Does it show my date of enrollment? Back in January or... Or how lo- if you can direct me to where I can see that online, I can look that up as well. Okay. So you have to go to My VIC. Yeah, I'm in my- I'm on my dashboard now. I just don't see where it is any information. Okay. But where? What? What do you mean you're in your dashboard? W- where? In Benefits in a Card, virtual.benefitsinacard.com. Okay. So you're not able to see your dental coverage? I don't see any coverage. When I click on My Benefits, the only thing under there is a note that says, "Speak with a counselor," and a phone number. Okay. So I don't, I can't see any of my benefits. So have you... Okay. You were able, like, to log in with your email or whatever, however you set up your account? Yeah, I'm logged in. Yeah, it shows me logged in, shows my name, shows member. Okay. So bear with me. Let me contact someone at the back office to see why this is not showing up. Okay. Mrs. Smith? Yes. Thank you for holding. I will have to send your information to the IT department, um, to see why you're not able to see on your end the benefits that you are enrolled. There's nothing that I could do, um, 'cause that, we don't handle that. But I could have them reach out to you and see, um- Okay. Is there another way for me to see these? Is there, like, an email or something? Or I h- it- it has to be done through tech? It'll have to be done through them. Or I could tell you the benefits you have, and I could send you a benefit- a benefit guide, and you could read over if you would like to. Yeah, if you can send me a benefit guide, that'd be great, but I- I really need to know my date of enrollment because I'm trying to... I have an appointment on Wednesday, and I need that information. Okay. All right. Um, so yeah, we can send the benefits guide, but... Okay. Um, let me... So we have an email- There has to be an

easy way to see when I enrolled. Like, is this, does it show 2000 and, I mean, 2024, 2023? Well, we have your enrollment date. I have back in January 2024. Your first day of coverage was on the 15th. The 15th? Of January, last year. Okay. Does that include my dental coverage? Let's see. Yes, ma'am. Okay. That's perfect. So, turns out I do have dental insurance. Okay. So, if yeah, you can send me over that information and then hook me up with text, that would be awesome. All right. So, um, give me one second. So the email with the ID card will be coming in from info@benefitsInacard. Okay. And it usually takes 24 to 48 hours for them to get back to me. I will- Okay. ... um, I will contact you as soon as they tell me whatever the reason is and how you were able to fix it for you. Okay, cool. In the meantime, you're sending me the benefits, um, guide that you have, right? Yes. Okay, perfect. And, um, do you have your ID card? I do not. Okay. I'm going to send you that as well. Is that supposed to come in the mail? Oh, you're going to email it. Yes. Okay, that would be awesome. I'm going to email this to you, but your dental and vision should have come in the mail and... But your medical cards, the insurance does not send physical one, they only send digital. But I will send all of them straight to you. That would be so awesome. Thank you so much. I really appreciate that. All right. Okay. So, the email will be coming in from info@benefitsInacard. Check your spam and junk mail, it might go there. Okay. Allow me like a minute or so for me to send everything to you. Okay. All right. Anything else I could have for you, ma'am? No, that's perfect. Thank you so much. All right. Thank you for giving us a call. Have a great rest of the day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking, how may I help you?

Speaker speaker_1: Hi, I'm trying to find out what my coverage, uh, what my benefits are. I'm having a hard time seeing that on the website. It just says, "Speak with a counselor."

Speaker speaker_0: Okay. And who do you work for, ma'am?

Speaker speaker_1: This will be through Creative Circle.

Speaker speaker_0: May I have the last four digits of your Social?

Speaker speaker_1: 5257.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Camille Smith.

Speaker speaker_0: Mrs. Smith, for security reasons, just to make sure we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker_1: 4242 Northeast Halsey Street, Apartment 506, Portland, Oregon 97213, August 30th, 1978.

Speaker speaker_0: Thank you for the information. We have a telephone number on file which is 3... 312-532-5598, and your email is-

Speaker speaker_1: That's a-

Speaker speaker_0: Do you have this-

Speaker speaker_1: That's not a current number.

Speaker speaker_0: Okay. Is it when you called in-

Speaker speaker_1: I don't know why they would have that number on there. No.

Speaker speaker_0: What's the new- the new number, ma'am?

Speaker speaker_1: 773... Wait a minute. Yeah, no, I don't know why they would have this, 773-729-8624. Weird, that number.

Speaker speaker_0: All right.

Speaker speaker_1: Why would they have that number? That's interesting.

Speaker speaker_0: So, um, you are enrolled in the medical, dental, life, vision, behavioral health?

Speaker speaker_1: So I do have dental?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Um, h- does this show how long I've been enrolled? Did I, did I have dental in the- the previous? 'Cause I think this is, uh, uh, I guess I updated it. Does it show my date of enrollment?

Speaker speaker_0: Back in January or...

Speaker speaker_1: Or how lo- if you can direct me to where I can see that online, I can look that up as well.

Speaker speaker_0: Okay. So you have to go to My VIC.

Speaker speaker_1: Yeah, I'm in my- I'm on my dashboard now. I just don't see where it is any information.

Speaker speaker_0: Okay. But where? What? What do you mean you're in your dashboard? W- where?

Speaker speaker_1: In Benefits in a Card, virtual.benefitsinacard.com.

Speaker speaker_0: Okay. So you're not able to see your dental coverage?

Speaker speaker_1: I don't see any coverage. When I click on My Benefits, the only thing under there is a note that says, "Speak with a counselor," and a phone number.

Speaker speaker_0: Okay.

Speaker speaker_1: So I don't, I can't see any of my benefits.

Speaker speaker_0: So have you... Okay. You were able, like, to log in with your email or whatever, however you set up your account?

Speaker speaker_1: Yeah, I'm logged in. Yeah, it shows me logged in, shows my name, shows member.

Speaker speaker_0: Okay. So bear with me. Let me contact someone at the back office to see why this is not showing up.

Speaker speaker_1: Okay.

Speaker speaker_0: Mrs. Smith?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you for holding. I will have to send your information to the IT department, um, to see why you're not able to see on your end the benefits that you are enrolled. There's nothing that I could do, um, 'cause that, we don't handle that. But I could have them reach out to you and see, um-

Speaker speaker_1: Okay. Is there another way for me to see these? Is there, like, an email or something? Or I h- it- it has to be done through tech?

Speaker speaker_0: It'll have to be done through them. Or I could tell you the benefits you have, and I could send you a benefit- a benefit guide, and you could read over if you would like to.

Speaker speaker_1: Yeah, if you can send me a benefit guide, that'd be great, but I- I really need to know my date of enrollment because I'm trying to... I have an appointment on Wednesday, and I need that information.

Speaker speaker_0: Okay. All right. Um, so yeah, we can send the benefits guide, but... Okay. Um, let me... So we have an email-

Speaker speaker_1: There has to be an easy way to see when I enrolled. Like, is this, does it show 2000 and, I mean, 2024, 2023?

Speaker speaker_0: Well, we have your enrollment date. I have back in January 2024. Your first day of coverage was on the 15th.

Speaker speaker_1: The 15th?

Speaker speaker_0: Of January, last year.

Speaker speaker_1: Okay. Does that include my dental coverage?

Speaker speaker_0: Let's see. Yes, ma'am.

Speaker speaker_1: Okay. That's perfect. So, turns out I do have dental insurance. Okay. So, if yeah, you can send me over that information and then hook me up with text, that would be awesome.

Speaker speaker_0: All right. So, um, give me one second. So the email with the ID card will be coming in from info@benefitsInacard.

Speaker speaker_1: Okay.

Speaker speaker_0: And it usually takes 24 to 48 hours for them to get back to me. I will-

Speaker speaker_1: Okay.

Speaker speaker_0: ... um, I will contact you as soon as they tell me whatever the reason is and how you were able to fix it for you.

Speaker speaker_1: Okay, cool. In the meantime, you're sending me the benefits, um, guide that you have, right?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, perfect.

Speaker speaker_0: And, um, do you have your ID card?

Speaker speaker_1: I do not.

Speaker speaker_0: Okay. I'm going to send you that as well.

Speaker speaker_1: Is that supposed to come in the mail? Oh, you're going to email it.

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, that would be awesome.

Speaker speaker_0: I'm going to email this to you, but your dental and vision should have come in the mail and... But your medical cards, the insurance does not send physical one, they only send digital. But I will send all of them straight to you.

Speaker speaker_1: That would be so awesome. Thank you so much. I really appreciate that.

Speaker speaker_0: All right. Okay. So, the email will be coming in from info@benefitsInacard. Check your spam and junk mail, it might go there.

Speaker speaker_1: Okay.

Speaker speaker_0: Allow me like a minute or so for me to send everything to you.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Anything else I could have for you, ma'am?

Speaker speaker_1: No, that's perfect. Thank you so much.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too.