

## Transcript: Pearl

**Rojas-4889594968457216-5989899915280384**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who can I help you, or who was I speaking with? Mm... Hi, my name is Mel Esquivel. Uh, I'm just callin' to see if you can help me out. Uh, log into my Benefits, uh, in a Card account. It's, uh, it says, uh, "Account Disabled." Okay, and what website are you going to? I'm sorry? And what website are you going to? I'm sorry, can you repeat that again? What website are you going to? Uh, Benefits in a Card. So you're going to mybiac.com/ and then- Uh... It's, uh... No, it's just benefitsinacard.com. Okay, so what's the new address that you- Uh, I- let me see. Oh, it's, uh, it's... The, the website is, uh, virtualcare.benefitsinacard.com. And it... I tried to log in and it just says, "Account Disabled." Okay, so- Well- That would be, um, services. Is that what you're trying to do today, use your virtual health services? Uh, well, um, I'm calling for two things. Um, one, I was trying to log in to see what my, uh, insurance covers, uh, 'cause I believe, uh... I think I'm coming down with the flu, so I wanted to see what my insurance covers to go to the doctor. Um, but I was trying to log in, but it's not letting me log in. So do I have to call, um, services or something? Yep. Um, what's the name of the staff agency you work for? Uh, MAU, MAU Workforce Solutions. Okay. So you would go to my... or www.biac.com and then /mau. Um, once you get there- You said, "My, my ABC?" No, B-I-A-C. Biac.com/mau? Yes. Uh, B-I... Okay? B- Mm-hmm. Mybiac.com/mau, and then you're gonna click where it says, um, "Enroll/Decline Coverage," and register there. You'll put in your information and register there. Um, and then you'll be able to see your coverage. Okay. I'm so sorry. I'm just... I'm sick right now and I just have... I'm having really trouble right now. Um... Okay, and then- If you'd like us to take a look for you and let you know what coverage you have. Yes, if you, if you can, please. No problem. What are the last four digits of your Social Security? 8997. Okay. Repeat your name for me. Mel Esquivel. I was also calling to see if they could, uh, change it, because in the email that I got, they messed up, uh, my last name. Okay. Um, confirm your address and date of birth. 109 East Crockett, and it's Texas Street, 75119, 12/12/1998. Okay. And your phone number is 214-701-4622? Yes, ma'am. It just, uh... For some reason, they misspelled my last name. It's, it's, it's not even like... I have two last names in my name and they misspelled them both correctly, so I was calling to see if they could change that as well, just so I wouldn't have any problems in the future. Yeah, of course. So what is the spelling of the first last name? Okay, it's E-S-Q-U-I-V as in Victor, E-L. Should be Esquivel. That was way off. I'm so sorry about that one. Yeah, yeah. No, no, that's fine. And then my second last name... See, I don't know if they just tried to put them together and they messed up. My second last name is Velazquez, which is V as in Victor, E-L-A-Z-Q-U-E-Z. So I... They halfway got the second last name right, just, I don't know, it looked all weird. I just didn't want to have any problems in the future. Yeah. I definitely, uh,

understand that. No worries. Um, the last, the last, uh... Second last name, you said Velazquez. V-E-L-A- Yeah, Velazquez with... Z. Z-Q-U-E-Z. Okay. So I went ahead and got that updated, and then I have your email as mjevxxe@gmail.com? Yes, ma'am. Okay, so let's take a look here. You are active, um, you do have... So right now you have preventative health services only, so it doesn't cover you going to the doctor when you're sick. It just covers like- Mm-hmm. ... your annual physical, pap smear screenings, some cancer screenings, diabetes, blood pressure, those kinds of screenings. Okay. Um, your company is enrolling right now, so we can enroll you in a medical plan. They will take roughly about two weeks to become active. Hmm. Okay. Um, I also had w- uh, one question. Uh, I remember I called the... When I, when I first called to activate it, um, I added the, the, I guess the, I think a vision? Uh, can you tell me if it's already activated on there as well? So, yes, I do see that you enrolled in that vision plan, um, on the second. Let me take a look here. Okay, So yes, that vision came active today, so you should be, um, receiving a card in the mail soon. Okay. Um, I'm so sorry to bother you. Could you just repeat that website to me one last time? It's my B-I-C- B-I-A-C. Biac.com/mau? Yes. Okay. All right. I, I, I popped it up right here. That'll work out. Alrighty. Thank you so much for calling.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who can I help you, or who was I speaking with?

Speaker speaker\_2: Mm... Hi, my name is Mel Esquivel. Uh, I'm just callin' to see if you can help me out. Uh, log into my Benefits, uh, in a Card account. It's, uh, it says, uh, "Account Disabled."

Speaker speaker\_1: Okay, and what website are you going to?

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: And what website are you going to?

Speaker speaker\_2: I'm sorry, can you repeat that again?

Speaker speaker\_1: What website are you going to?

Speaker speaker\_2: Uh, Benefits in a Card.

Speaker speaker\_1: So you're going to mybiac.com/ and then-

Speaker speaker\_2: Uh... It's, uh... No, it's just benefitsinacard.com.

Speaker speaker\_1: Okay, so what's the new address that you-

Speaker speaker\_2: Uh, I- let me see. Oh, it's, uh, it's... The, the website is, uh, virtualcare.benefitsinacard.com. And it... I tried to log in and it just says, "Account Disabled."

Speaker speaker\_1: Okay, so-

Speaker speaker\_2: Well-

Speaker speaker\_1: That would be, um, services. Is that what you're trying to do today, use your virtual health services?

Speaker speaker\_2: Uh, well, um, I'm calling for two things. Um, one, I was trying to log in to see what my, uh, insurance covers, uh, 'cause I believe, uh... I think I'm coming down with the flu, so I wanted to see what my insurance covers to go to the doctor. Um, but I was trying to log in, but it's not letting me log in. So do I have to call, um, services or something?

Speaker speaker\_1: Yep. Um, what's the name of the staff agency you work for?

Speaker speaker\_2: Uh, MAU, MAU Workforce Solutions.

Speaker speaker\_1: Okay. So you would go to my... or [www.biac.com](http://www.biac.com) and then /mau. Um, once you get there-

Speaker speaker\_2: You said, "My, my ABC?"

Speaker speaker\_1: No, B-I-A-C.

Speaker speaker\_2: [Biac.com/mau](http://biac.com/mau)?

Speaker speaker\_1: Yes. Uh, B-I... Okay? B-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: [Mybiac.com/mau](http://mybiac.com/mau), and then you're gonna click where it says, um, "Enroll/Decline Coverage," and register there. You'll put in your information and register there. Um, and then you'll be able to see your coverage.

Speaker speaker\_2: Okay. I'm so sorry. I'm just... I'm sick right now and I just have... I'm having really trouble right now. Um... Okay, and then-

Speaker speaker\_1: If you'd like us to take a look for you and let you know what coverage you have.

Speaker speaker\_2: Yes, if you, if you can, please.

Speaker speaker\_1: No problem. What are the last four digits of your Social Security?

Speaker speaker\_2: 8997.

Speaker speaker\_1: Okay. Repeat your name for me.

Speaker speaker\_2: Mel Esquivel. I was also calling to see if they could, uh, change it, because in the email that I got, they messed up, uh, my last name.

Speaker speaker\_1: Okay. Um, confirm your address and date of birth.

Speaker speaker\_2: 109 East Crockett, and it's Texas Street, 75119, 12/12/1998.

Speaker speaker\_1: Okay. And your phone number is 214-701-4622?

Speaker speaker\_2: Yes, ma'am. It just, uh... For some reason, they misspelled my last name. It's, it's, it's not even like... I have two last names in my name and they misspelled them both correctly, so I was calling to see if they could change that as well, just so I wouldn't have any problems in the future.

Speaker speaker\_1: Yeah, of course. So what is the spelling of the first last name?

Speaker speaker\_2: Okay, it's E-S-Q-U-I-V as in Victor, E-L. Should be Esquivel.

Speaker speaker\_1: That was way off. I'm so sorry about that one.

Speaker speaker\_2: Yeah, yeah. No, no, that's fine. And then my second last name... See, I don't know if they just tried to put them together and they messed up. My second last name is Velazquez, which is V as in Victor, E-L-A-Z-Q-U-E-Z. So I... They halfway got the second last name right, just, I don't know, it looked all weird. I just didn't want to have any problems in the future.

Speaker speaker\_1: Yeah. I definitely, uh, understand that. No worries. Um, the last, the last, uh... Second last name, you said Velazquez. V-E-L-A-

Speaker speaker\_2: Yeah, Velazquez with... Z. Z-Q-U-E-Z.

Speaker speaker\_1: Okay. So I went ahead and got that updated, and then I have your email as mjvxxe@gmail.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay, so let's take a look here. You are active, um, you do have... So right now you have preventative health services only, so it doesn't cover you going to the doctor when you're sick. It just covers like-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... your annual physical, pap smear screenings, some cancer screenings, diabetes, blood pressure, those kinds of screenings.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, your company is enrolling right now, so we can enroll you in a medical plan. They will take roughly about two weeks to become active.

Speaker speaker\_2: Hmm. Okay. Um, I also had w- uh, one question. Uh, I remember I called the... When I, when I first called to activate it, um, I added the, the, I guess the, I think a vision? Uh, can you tell me if it's already activated on there as well?

Speaker speaker\_1: So, yes, I do see that you enrolled in that vision plan, um, on the second. Let me take a look here. Okay, So yes, that vision came active today, so you should be, um, receiving a card in the mail soon.

Speaker speaker\_2: Okay. Um, I'm so sorry to bother you. Could you just repeat that website to me one last time? It's my B-I-C-

Speaker speaker\_1: B-I-A-C.

Speaker speaker\_2: [Biac.com/mau](http://Biac.com/mau)?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. All right. I, I, I popped it up right here. That'll work out.

Speaker speaker\_1: Alrighty. Thank you so much for calling.