

Transcript: Pearl

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Full Transcript

Hi calling Benefits in a Card. My name is Pearl. You're on a pleasure speaking with- Tommy Montgomery. And how can I assist you? Okay. Uh, my insurance came in today, but when I go on there to try to log into it, it says it can't find my email, it can't find... I have no email associated with this account. Can you check that and see what's going on? Okay. So did you register before you tried to log in? Yeah, I did all that. Okay. Where did you log into it? I act- it, it came up the link that y'all, that they, somebody sent me to activate the account. Okay. What is the name of the staff agency you work for? LaPere Skill Trades, SST. Okay. Give me one moment. I'm gonna... Your social? Uh, the last four or all of it? Last four. 1758. Okay. And if you can verify your address and date of birth. It, my address, 6070 Mason Road, Biloxi, Mississippi 39532. My date of birth, 02/24/1956. Okay. And I have your phone number 228-234-8842? Correct. And have you emailed us at montgomerytommy5@gmail.com? That's correct. One moment. Okay, bear with me one moment. Okay, so for the virtual urgent care, you are going to the virtualcare.benefitsinacard.com, correct? Uh, yep. Okay, one moment. Okay, and then you... when you got to that screen, you clicked not activated yet, activate now? Or what happened when you clicked on the activation link from the email? Okay, it said... I already, it, where it asked already a member, uh, sign in, I put my email in there and my password and it said couldn't find email associated with this. Okay, so you would click on not active yet activate now and put in your information to register, and then you'll be able to... You, you will go through the steps and then it, you'll become active. Okay. You have created an account. Another question. Okay. I already did that one time but can I do it again? Can you use the same email? Yeah. Okay, give me one moment. Okay, so, um, it could have been possibly been that you didn't finish the enrollment process, 'cause even when you hit on, um, forgot my password, it's not recognizing your email. So let's just try doing, going through the registration process again and watching out for any emails that it sends you, um, and then if you have any problems, just give us a call back. We're here until 8:00 PM Eastern Standard Time. Okay. My next question, I don't have my insurance card, 'cause it just came in today. I've got to go to the doctor but they, they need my information. I've got their email. Can you email them my health insurance if I give you their em- email? So I can only email the, the insurance cards to you, but your coverage just became active yesterday so I'm not, I can't guarantee you the cards will be- Well, let me ask you something. So I got this insurance I'm paying for and now I can't even go to the doctor 'cause I don't have no card and I can't get nothing on my phone. You see what I'm saying? I was trying to explain that to you before you... I was trying to explain that to you. Your coverage just became active yesterday so right now they're... Just yesterday they started beginning making your cards and policy numbers. I can take a look to see if those cards are ready to be downloaded and sent to you and if they're not- Okay. ... it, it could be possible that they're ready more towards Wednesday, Thursday,

because they're creating all your accounts. Oh, okay. Okay. Can you do that and just... If you do, email them back to me or something and I'll call back Wednesday or Thursday, okay? Bear with me on the line for just one moment so I can let you know right now if they're able to be downloaded and then I'll get them sent to you- Okay. ... right now to you on the phone, um, just so you know now whether they're able to be downloaded or not. Oh, okay. Thank you. No problem. Bear with me. Okay, so there's no cards in the system yet. I'm going to reach out to my main office and see if there's anything they can do about your cards. Uh, that process usually takes about 24 to 48 hours, so as soon as they either send me your card or let me know what's going on, I'll give you a call back and get those sent to you, okay? Okay, thank you. Thank you so much for calling-

Conversation Format

Speaker speaker_0: Hi calling Benefits in a Card. My name is Pearl. You're on a pleasure speaking with-

Speaker speaker_1: Tommy Montgomery.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Okay. Uh, my insurance came in today, but when I go on there to try to log into it, it says it can't find my email, it can't find... I have no email associated with this account. Can you check that and see what's going on?

Speaker speaker_0: Okay. So did you register before you tried to log in?

Speaker speaker_1: Yeah, I did all that.

Speaker speaker_0: Okay. Where did you log into it?

Speaker speaker_1: I act- it, it came up the link that y'all, that they, somebody sent me to activate the account.

Speaker speaker_0: Okay. What is the name of the staff agency you work for?

Speaker speaker_1: LaPere Skill Trades, SST.

Speaker speaker_0: Okay. Give me one moment. I'm gonna... Your social?

Speaker speaker_1: Uh, the last four or all of it?

Speaker speaker_0: Last four.

Speaker speaker_1: 1758.

Speaker speaker_0: Okay. And if you can verify your address and date of birth.

Speaker speaker_1: It, my address, 6070 Mason Road, Biloxi, Mississippi 39532. My date of birth, 02/24/1956.

Speaker speaker_0: Okay. And I have your phone number 228-234-8842?

Speaker speaker_1: Correct.

Speaker speaker_0: And have you emailed us at montgomerytommy5@gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: One moment. Okay, bear with me one moment. Okay, so for the virtual urgent care, you are going to the virtualcare.benefitsinacard.com, correct?

Speaker speaker_1: Uh, yep.

Speaker speaker_0: Okay, one moment. Okay, and then you... when you got to that screen, you clicked not activated yet, activate now? Or what happened when you clicked on the activation link from the email?

Speaker speaker_1: Okay, it said... I already, it, it, where it asked already a member, uh, sign in, I put my email in there and my password and it said couldn't find email associated with this.

Speaker speaker_0: Okay, so you would click on not active yet activate now and put in your information to register, and then you'll be able to... You, you will go through the steps and then it, you'll become active.

Speaker speaker_1: Okay.

Speaker speaker_0: You have created an account.

Speaker speaker_1: Another question. Okay. I already did that one time but can I do it again?

Speaker speaker_0: Can you use the same email?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, give me one moment. Okay, so, um, it could have been possibly been that you didn't finish the enrollment process, 'cause even when you hit on, um, forgot my password, it's not recognizing your email. So let's just try doing, going through the registration process again and watching out for any emails that it sends you, um, and then if you have any problems, just give us a call back. We're here until 8:00 PM Eastern Standard Time.

Speaker speaker_1: Okay. My next question, I don't have my insurance card, 'cause it just came in today. I've got to go to the doctor but they, they need my information. I've got their email. Can you email them my health insurance if I give you their em- email?

Speaker speaker_0: So I can only email the, the insurance cards to you, but your coverage just became active yesterday so I'm not, I can't guarantee you the cards will be-

Speaker speaker_1: Well, let me ask you something. So I got this insurance I'm paying for and now I can't even go to the doctor 'cause I don't have no card and I can't get nothing on my phone. You see what I'm saying?

Speaker speaker_0: I was trying to explain that to you before you... I was trying to explain that to you. Your coverage just became active yesterday so right now they're... Just yesterday they started beginning making your cards and policy numbers. I can take a look to see if those

cards are ready to be downloaded and sent to you and if they're not-

Speaker speaker_1: Okay.

Speaker speaker_0: ... it, it could be possible that they're ready more towards Wednesday, Thursday, because they're creating all your accounts.

Speaker speaker_1: Oh, okay. Okay. Can you do that and just... If you do, email them back to me or something and I'll call back Wednesday or Thursday, okay?

Speaker speaker_0: Bear with me on the line for just one moment so I can let you know right now if they're able to be downloaded and then I'll get them sent to you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... right now to you on the phone, um, just so you know now whether they're able to be downloaded or not.

Speaker speaker_1: Oh, okay. Thank you.

Speaker speaker_0: No problem. Bear with me. Okay, so there's no cards in the system yet. I'm going to reach out to my main office and see if there's anything they can do about your cards. Uh, that process usually takes about 24 to 48 hours, so as soon as they either send me your card or let me know what's going on, I'll give you a call back and get those sent to you, okay?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Thank you so much for calling-