

Transcript: Pearl

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Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does the pleasure of speaking with? Pearl, my name is Deborah Logan. I'm calling on behalf of my son, Timothy Logan. He's at work. Uh, he hasn't received his enrollment card yet. Okay. Um- Um... So he'll receive his card the end of the week after the first deduction. That... All right. Well that already happened, and that's why I'm calling. Okay. The new coverage was February 3rd. They took it out, and he should have received it last week. That's why I'm calling today. So this is... And so last week they changed the deductions? Well, no. As of, uh, the... They started changing deductions was, uh, the new coverage will take effect February 3rd. We're now on February 18th. He sh- and they already took it out for that paycheck. Okay. With February 3rd on. So, I... Is there a website I can go on to look for it? Um, give me one moment. Let me s... Uh, let me verify if the cards are on the, the website of Benefits- To download them? Yeah. ... in a Card. Um, give me one moment. Mm-hmm. Thank you so much for holding. Um, so unfortunately they don't... Tho- those cards don't show on the portal when, when you do log into it. Um- So, what's going on? That's what I'm concerned about, 'cause this is a while now, and he has to go to the doctor and he doesn't have insurance cards. And he doesn't even know what comp- it's Benefits in a Card, that's all he knows. And- Okay. ... but he hasn't gotten anything from you guys. Okay. Um, so in order to access his account and see if his coverage is active or if the address is correct on his account, anything... Just to access his account in general, I do have to speak with him. Um, we are here until 8:00 PM Eastern Standard Time. If he can give us a call, um, we can go ahead and log into his account, access his account, and see if his virtual cards are ready. We can get them sent to him virtually or see if the address is wrong and if it's that case, get the phys- get physicals resent out. Um, but we do need to speak with him to access that account. All right. So he can call us on this number and then he, that's... They'll be able to do that? Yeah. Because this is getting concerning. Um. All right. I will, uh, have him call. He's at work right now, so then once he's spen- no. Once he gets home, actually, I'll tell him to call. All right. Thank you so much for calling Benefits- Thank you. Bye now.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does the pleasure of speaking with?

Speaker speaker_1: Pearl, my name is Deborah Logan. I'm calling on behalf of my son, Timothy Logan. He's at work. Uh, he hasn't received his enrollment card yet.

Speaker speaker_0: Okay. Um-

Speaker speaker_1: Um...

Speaker speaker_0: So he'll receive his card the end of the week after the first deduction.

Speaker speaker_1: That... All right. Well that already happened, and that's why I'm calling. Okay. The new coverage was February 3rd. They took it out, and he should have received it last week. That's why I'm calling today.

Speaker speaker_0: So this is... And so last week they changed the deductions?

Speaker speaker_1: Well, no. As of, uh, the... They started changing deductions was, uh, the new coverage will take effect February 3rd. We're now on February 18th. He sh- and they already took it out for that paycheck.

Speaker speaker_0: Okay.

Speaker speaker_1: With February 3rd on. So, I... Is there a website I can go on to look for it?

Speaker speaker_0: Um, give me one moment. Let me s... Uh, let me verify if the cards are on the, the website of Benefits-

Speaker speaker_1: To download them? Yeah.

Speaker speaker_0: ... in a Card. Um, give me one moment.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Thank you so much for holding. Um, so unfortunately they don't... Those cards don't show on the portal when, when you do log into it. Um-

Speaker speaker_1: So, what's going on? That's what I'm concerned about, 'cause this is a while now, and he has to go to the doctor and he doesn't have insurance cards. And he doesn't even know what comp- it's Benefits in a Card, that's all he knows. And-

Speaker speaker_0: Okay.

Speaker speaker_1: ... but he hasn't gotten anything from you guys.

Speaker speaker_0: Okay. Um, so in order to access his account and see if his coverage is active or if the address is correct on his account, anything... Just to access his account in general, I do have to speak with him. Um, we are here until 8:00 PM Eastern Standard Time. If he can give us a call, um, we can go ahead and log into his account, access his account, and see if his virtual cards are ready. We can get them sent to him virtually or see if the address is wrong and if it's that case, get the phys- get physicals resent out. Um, but we do need to speak with him to access that account.

Speaker speaker_1: All right. So he can call us on this number and then he, that's... They'll be able to do that?

Speaker speaker_0: Yeah.

Speaker speaker_1: Because this is getting concerning. Um. All right. I will, uh, have him call. He's at work right now, so then once he's spen- no. Once he gets home, actually, I'll tell him to call.

Speaker speaker_0: All right. Thank you so much for calling Benefits-

Speaker speaker_1: Thank you. Bye now.