

Transcript: Pearl

Rojas-6294405150195712-5606782496718848

Full Transcript

Well, hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl speaking with? Hi, this is Carelle Rokicki. And how can I assist you? Hi. I just tried to, uh, access my account, and it just said it was disabled and to call this number. Okay, which account? So I was hoping you could help me with that. Uh, my Benefits in a Card account. So you went to mybiac.com/... and then, uh, did any of your 7U2C? Uh, let me just check there. Um, vir- it says virtualcarebenefitsinacard.com. Okay. Does that sound right? Uh, it, it does... You're trying to use your virtual care, um, coverage? Yes. Yeah. Okay, bear with me one moment. And you had already registered on that, that site? Correct, yes. I had a, uh, I was just going in to check a message that I just received. Okay. And is it Virtual Primary Care or Virtual Urgent Care? Um... I definitely r- remember seeing an urgent care. I don't remember seeing a primary care button. Is that helpful? No. Okay, give me one moment. Let me see if I can get you over to urgent care.

Conversation Format

Speaker speaker_0: Well, hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl speaking with?

Speaker speaker_1: Hi, this is Carelle Rokicki.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Hi. I just tried to, uh, access my account, and it just said it was disabled and to call this number.

Speaker speaker_0: Okay, which account?

Speaker speaker_1: So I was hoping you could help me with that. Uh, my Benefits in a Card account.

Speaker speaker_0: So you went to mybiac.com/... and then, uh, did any of your 7U2C?

Speaker speaker_1: Uh, let me just check there. Um, vir- it says virtualcarebenefitsinacard.com.

Speaker speaker_0: Okay.

Speaker speaker_1: Does that sound right?

Speaker speaker_0: Uh, it, it does... You're trying to use your virtual care, um, coverage?

Speaker speaker_1: Yes. Yeah.

Speaker speaker_0: Okay, bear with me one moment. And you had already registered on that, that site?

Speaker speaker_1: Correct, yes. I had a, uh, I was just going in to check a message that I just received.

Speaker speaker_0: Okay. And is it Virtual Primary Care or Virtual Urgent Care?

Speaker speaker_1: Um... I definitely r- remember seeing an urgent care. I don't remember seeing a primary care button. Is that helpful?

Speaker speaker_0: No. Okay, give me one moment. Let me see if I can get you over to urgent care.