

Transcript: Pearl

Rojas-6542002132008960-6150588156002304

Full Transcript

Hi. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? B. Chaudhary. I'm not gonna . Can you hear me? Yes. How can I assist you? I'm trying to register myself so I can now sign up for the insurance and they're asking for the participant ID number and I don't know what that is. Okay. And where are you trying to sign up? Um, it's the website, the email address I received. It's like a mybiac.com/oxford. Okay. A- are you clicking on where it says, "Enroll/Decline Coverage"? Yes. And it's asking for you... It's asking for a participant ID number? Yeah. They're asking for the participant ID number. Is there a Social Security? Um, I'm not sure. When you, when you register, I don't... Let me take a look. Give me one second. Let me log into... Let me go to the website. Okay. Shh. Uh, hmm. Let me take a look at what's going on. So... Okay. And you, and you said you are clicking where it says "Enroll/Decline/Change Coverage?" Yeah. Hmm. Uh-uh. I need... Okay. So you, so you put in your email, your, a p- a password, your name and then the next page is asking for a participant ID? No. No. I'm just trying to... Okay, let me go back. Uh, just give me one second. So what I'm trying to do is cancel it. Submit. Okay, so they're saying, "Create a, create a new user ID." So I'm creating a new user ID. So, um, I put my user ID and then I put my email address and then it says "Submit." And then they're saying to put a participant ID number. So have you registered before? Is that why you're trying to create a new ID? I'm just trying to register first time for the benefits. Okay. So you would go to that website and then you're gonna click on "Enroll/Decline/Change Coverage" and then you're gonna click register here. And it's gonna ask you for your name and email address and then for you to create a password. Okay. So... Okay. So let me go back to it and then... Okay. I'm on the website, so... If I say it's g-... It's okay. All it's saying, "Download documents, 90 Degree Benefits member login, Benefits in Card member portal-" That one. "... machine-readable file." So which one I'm gonna click on? I'm gonna click on the member login? Benefits in a Card member portal. Okay. And then register here, okay. Okay. I got it now. Hmm? Yep. Then you just click register here and then you'll go through the process there. Okay, perfect. Thank you, ma'am. No problem. Thank you so much for calling. You have a great day. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Hi. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: B. Chaudhary.

Speaker speaker_0: I'm not gonna .

Speaker speaker_1: Can you hear me?

Speaker speaker_0: Yes. How can I assist you?

Speaker speaker_1: I'm trying to register myself so I can now sign up for the insurance and they're asking for the participant ID number and I don't know what that is.

Speaker speaker_0: Okay. And where are you trying to sign up?

Speaker speaker_1: Um, it's the website, the email address I received. It's like a mybiac.com/oxford.

Speaker speaker_0: Okay. A- are you clicking on where it says, "Enroll/Decline Coverage"?

Speaker speaker_1: Yes.

Speaker speaker_0: And it's asking for you... It's asking for a participant ID number?

Speaker speaker_1: Yeah. They're asking for the participant ID number. Is there a Social Security?

Speaker speaker_0: Um, I'm not sure. When you, when you register, I don't... Let me take a look. Give me one second. Let me log into... Let me go to the website.

Speaker speaker_1: Okay.

Speaker speaker_0: Shh. Uh, hmm. Let me take a look at what's going on. So... Okay. And you, and you said you are clicking where it says "Enroll/Decline/Change Coverage?"

Speaker speaker_1: Yeah.

Speaker speaker_0: Hmm. Uh-uh. I need... Okay. So you, so you put in your email, your, a p-a password, your name and then the next page is asking for a participant ID?

Speaker speaker_1: No. No. I'm just trying to... Okay, let me go back. Uh, just give me one second. So what I'm trying to do is cancel it. Submit. Okay, so they're saying, "Create a, create a new user ID." So I'm creating a new user ID. So, um, I put my user ID and then I put my email address and then it says "Submit." And then they're saying to put a participant ID number.

Speaker speaker_0: So have you registered before? Is that why you're trying to create a new ID?

Speaker speaker_1: I'm just trying to register first time for the benefits.

Speaker speaker_0: Okay. So you would go to that website and then you're gonna click on "Enroll/Decline/Change Coverage" and then you're gonna click register here. And it's gonna ask you for your name and email address and then for you to create a password.

Speaker speaker_1: Okay. So... Okay. So let me go back to it and then... Okay. I'm on the website, so... If I say it's g-... It's okay. All it's saying, "Download documents, 90 Degree

Benefits member login, Benefits in Card member portal-

Speaker speaker_0: That one.

Speaker speaker_1: "... machine-readable file." So which one I'm gonna click on? I'm gonna click on the member login?

Speaker speaker_0: Benefits in a Card member portal.

Speaker speaker_1: Okay. And then register here, okay. Okay. I got it now.

Speaker speaker_0: Hmm? Yep. Then you just click register here and then you'll go through the process there.

Speaker speaker_1: Okay, perfect. Thank you, ma'am.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.