

Transcript: Pearl

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Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who do I have the pleasure of speaking with? Hi, Pearl. Uh, Dolly Velasquez. And how can I assist you? Yeah, I'm having a hard time, um, I guess activating my account, and it says further, um, further information is required. So, it instructed me to call you guys. Activating which account? Uh, my Benefits in a Card with Creative Circle. Okay. What are the last four digits of your social? I'm sorry? The last four digits of your social. Oh, um, 8566. And your address and date of birth? 2095 at Landing Avenue, Long Beach, California 90806 and 10378. And you have your phone number as 562-787-0365? That's correct. All righty. So I have you active. Where, what are you... Oh. Where are you seeing, where is it giving you that message at? So I'm trying to log in to the, um, the virtualcare.benefitsinacard.com, and, um, so I clicked on forgot pass. Actually, let me try this. Yeah, and then I got a, um, email back say, "Activate your account today." Um. You, you don't have virtual care. Oh, so how do I log into my Benefits in a Card account, then? Like the, for my, um, my eye care? What do I have exactly? You have group accident, which is some medical coverage, um, dental, term life, which is life insurance, and then you have vision. Okay. How do I access my vision? You haven't received a card? I have my card from last year. Yep, it'll be the same card. Okay. And you- Could it be under? You could call the number on the back that says find a provider and find a provider in your area, um, that way. But as far as activating it or anything like that, you've, you've been active and you can use that same card. Oh, okay. So, the Benefits in a Card website is irrelevant to my... As far as using your benefits, yes. Okay. Um, can you tell me, um, what my coverage is for vision? So with your vision plan, there's a \$10 copay for eye exams, \$25 copay for lenses and frames. Uh, contact lens fittings has a \$0 copay and you have an annual allowance of \$130. Can you repeat the last? Your annual allowance for your frames or contacts is \$130. If you pick frames or contacts more than that amount, you're responsible for the rest. Okay. Um, does that... Is it the same as like, is VSP part of it, or is that... Yes. It is? Okay. Okay, great, thank you. No problem. Thank you for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who do I have the pleasure of speaking with?

Speaker speaker_1: Hi, Pearl. Uh, Dolly Velasquez.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yeah, I'm having a hard time, um, I guess activating my account, and it says further, um, further information is required. So, it instructed me to call you guys.

Speaker speaker_0: Activating which account?

Speaker speaker_1: Uh, my Benefits in a Card with Creative Circle. Okay.

Speaker speaker_0: What are the last four digits of your social?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: The last four digits of your social.

Speaker speaker_1: Oh, um, 8566.

Speaker speaker_0: And your address and date of birth?

Speaker speaker_1: 2095 at Landing Avenue, Long Beach, California 90806 and 10378.

Speaker speaker_0: And you have your phone number as 562-787-0365?

Speaker speaker_1: That's correct.

Speaker speaker_0: All righty. So I have you active. Where, what are you...

Speaker speaker_1: Oh.

Speaker speaker_0: Where are you seeing, where is it giving you that message at?

Speaker speaker_1: So I'm trying to log in to the, um, the virtualcare.benefitsinacard.com, and, um, so I clicked on forgot pass. Actually, let me try this. Yeah, and then I got a, um, email back say, "Activate your account today." Um.

Speaker speaker_0: You, you don't have virtual care.

Speaker speaker_1: Oh, so how do I log into my Benefits in a Card account, then? Like the, for my, um, my eye care? What do I have exactly?

Speaker speaker_0: You have group accident, which is some medical coverage, um, dental, term life, which is life insurance, and then you have vision.

Speaker speaker_1: Okay. How do I access my vision?

Speaker speaker_0: You haven't received a card?

Speaker speaker_1: I have my card from last year.

Speaker speaker_0: Yep, it'll be the same card.

Speaker speaker_1: Okay.

Speaker speaker_0: And you-

Speaker speaker_1: Could it be under?

Speaker speaker_0: You could call the number on the back that says find a provider and find a provider in your area, um, that way. But as far as activating it or anything like that, you've, you've been active and you can use that same card.

Speaker speaker_1: Oh, okay. So, the Benefits in a Card website is irrelevant to my...

Speaker speaker_0: As far as using your benefits, yes.

Speaker speaker_1: Okay. Um, can you tell me, um, what my coverage is for vision?

Speaker speaker_0: So with your vision plan, there's a \$10 copay for eye exams, \$25 copay for lenses and frames. Uh, contact lens fittings has a \$0 copay and you have an annual allowance of \$130.

Speaker speaker_1: Can you repeat the last?

Speaker speaker_0: Your annual allowance for your frames or contacts is \$130. If you pick frames or contacts more than that amount, you're responsible for the rest.

Speaker speaker_1: Okay. Um, does that... Is it the same as like, is VSP part of it, or is that...

Speaker speaker_0: Yes.

Speaker speaker_1: It is? Okay. Okay, great, thank you.

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

Speaker speaker_1: You too.