

## Transcript: VICTORIA

**Taylor-4696949605842944-4647110738231296**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Hi. Um, so I started my job about a month ago and I've been taking the money out for, um, the insurance. Mm-hmm. But I still have never received my card, and when I went to go activate my account, it sent me two different emails, one for my husband and one for me. And we also have my daughter on the account too. And, um, I logged in and... Um, for mine, and it showed up my benefits. And then when I did his, it made me use the same email and the same password. So when if I log in, it doesn't show for him. It only shows for me and on top of that, it doesn't say anything for my daughter and now it's just not letting me log in. Okay. Um... All right. What's the name of the agency you work for? Uh, Rockline or WorkSource. Okay. And last four of your Social? 8236. And your first and last name. Brianna Simmons. Okay. Do you mind verifying your address and date of birth? Uh, yeah. 43 West Second Street, Bloomfield, Arkansas and then 110405. And phone number 928-... 928-565-8274? Correct. And then email is simmonsabri420@gmail.com? Correct. Okay. So I see that you have the MEC, uh, for employee plus family and then the Vision for employee only and it is currently active. Yeah. Which I don't understand because it's been like a few weeks and it's, it's been taken out of my paycheck three times. And they're... Um, my friend, she was saying that it takes like a few weeks to get the card, but it's already- Mm-hmm. ... been like three, four weeks now. So I'm like, "Uh." Yeah, so this is the second week your coverage has been active, so it's... The ID cards are probably in the, in the... On the way to you now. Okay. Um, it looks like your coverage just became active on the 13th. I mean, I can definitely email you a copy of your ID cards. That way you can use those in the meantime. Yeah. Can you do that? And then, um, for the login, it's not letting me log in anymore. So when I log in, um, do I need two different... So for mine and Jeffrey's, it's not letting us either log in, but when it had me set up his, like it got sent from my email to activate his, so it automatically used my email and my old password. And, and my password from my account. So now whenever I log in, it pops in as my account and not for his. So I, I'm a little confused. What website are you even on? I don't know. It sent me an email and it said, "Benefits in a Card," and then it says, "Client portal login." What's the, the URL for the website that you're on? Um, give me one second. Let me see if I get... Sorry, I have to go to my email to check. Hold on a second. Okay. It's, um, whenever to activate your account and it goes to Safari, it's, uh, virtualcare.benefitsinacard.com. And then it says- Okay. Yeah. ... here is some information that's required to continue occu- ac- activation. Okay. So that's what I don't understand because you don't even have Virtual Care. Well, that's weird. Yeah, I just have the- You just have the... So what you're currently enrolled into is the MEC Stay Healthy for employee plus family and the Vision for employee only. You don't have Virtual Care. Hmm. That's weird.

Okay. Yeah. I'll probably delete that email then. Now does your, does your spouse work for the same company and have benefits through them? Uh, yeah. He works for the same company, but we just decided that I would be the one that pays for the insurance. So he, he doesn't have insurance under his information then? No, just mine. Yeah, I'm not sure why you even got that email, to be honest with you 'cause I don't, I don't see that you have Virtual Care benefits. Okay. I'll probably just disregard it and delete it. Okay. Um, but give me just a few seconds. Let me finish downloading your ID cards and I can me- I can email those to you. Okay. Can you also send me, um, what's covered and not covered in Well in the email? So the information that I have is a copy of the benefits guide. That's going to go over all of the medical plans being offered. Um, so it's not gonna be specific to your enrollment. Okay. So just remember the plan that you have is called the MEC, uh, Stay Healthy and then you also- Okay. ... have Vision, um, and then of course- And how come the only one with Vision who has Jeffrey when... Well, my husband wouldn't have the Vision on there as well? Yeah, you just have vision for employee only. Okay. Yes, ma'am, give me just a few seconds and I will be right back. All right. Thank you. You're welcome. All righty. Thank you so much for holding. Um, I went ahead and sent that email to you. Um, so it's gonna have your medical, your vision ID card, and then also a copy of the, uh, benefits guide for your employer. And then I- Okay. ... also included- Yay. ... and then, uh, in the email, the name of the plans you have so you know what to look for. Okay. All... Thank you. You're welcome. Bye. Uh, did you need help with anything else? Um, no, that should be all. All righty. You have a wonderful day. You too. Thank you. Thank you. Bye-bye. Okay.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Hi. Um, so I started my job about a month ago and I've been taking the money out for, um, the insurance.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: But I still have never received my card, and when I went to go activate my account, it sent me two different emails, one for my husband and one for me. And we also have my daughter on the account too. And, um, I logged in and... Um, for mine, and it showed up my benefits. And then when I did his, it made me use the same email and the same password. So when if I log in, it doesn't show for him. It only shows for me and on top of that, it doesn't say anything for my daughter and now it's just not letting me log in.

Speaker speaker\_1: Okay. Um... All right. What's the name of the agency you work for?

Speaker speaker\_2: Uh, Rockline or WorkSource.

Speaker speaker\_1: Okay. And last four of your Social?

Speaker speaker\_2: 8236.

Speaker speaker\_1: And your first and last name.

Speaker speaker\_2: Brianna Simmons.

Speaker speaker\_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_2: Uh, yeah. 43 West Second Street, Bloomfield, Arkansas and then 110405.

Speaker speaker\_1: And phone number 928-... 928-565-8274?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And then email is simmonsabri420@gmail.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. So I see that you have the MEC, uh, for employee plus family and then the Vision for employee only and it is currently active.

Speaker speaker\_2: Yeah. Which I don't understand because it's been like a few weeks and it's, it's been taken out of my paycheck three times. And they're... Um, my friend, she was saying that it takes like a few weeks to get the card, but it's already-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... been like three, four weeks now. So I'm like, "Uh."

Speaker speaker\_1: Yeah, so this is the second week your coverage has been active, so it's... The ID cards are probably in the, in the... On the way to you now.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, it looks like your coverage just became active on the 13th. I mean, I can definitely email you a copy of your ID cards. That way you can use those in the meantime.

Speaker speaker\_2: Yeah. Can you do that? And then, um, for the login, it's not letting me log in anymore. So when I log in, um, do I need two different... So for mine and Jeffrey's, it's not letting us either log in, but when it had me set up his, like it got sent from my email to activate his, so it automatically used my email and my old password. And, and my password from my account. So now whenever I log in, it pops in as my account and not for his.

Speaker speaker\_1: So I, I'm a little confused. What website are you even on?

Speaker speaker\_2: I don't know. It sent me an email and it said, "Benefits in a Card," and then it says, "Client portal login."

Speaker speaker\_1: What's the, the URL for the website that you're on?

Speaker speaker\_2: Um, give me one second. Let me see if I get... Sorry, I have to go to my email to check. Hold on a second. Okay. It's, um, whenever to activate your account and it goes to Safari, it's, uh, virtualcare.benefitsinacard.com. And then it says-

Speaker speaker\_1: Okay. Yeah.

Speaker speaker\_2: ... here is some information that's required to continue occu- ac- activation.

Speaker speaker\_1: Okay. So that's what I don't understand because you don't even have Virtual Care.

Speaker speaker\_2: Well, that's weird. Yeah, I just have the-

Speaker speaker\_1: You just have the... So what you're currently enrolled into is the MEC Stay Healthy for employee plus family and the Vision for employee only. You don't have Virtual Care.

Speaker speaker\_2: Hmm. That's weird. Okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: I'll probably delete that email then.

Speaker speaker\_1: Now does your, does your spouse work for the same company and have benefits through them?

Speaker speaker\_2: Uh, yeah. He works for the same company, but we just decided that I would be the one that pays for the insurance.

Speaker speaker\_1: So he, he doesn't have insurance under his information then?

Speaker speaker\_2: No, just mine.

Speaker speaker\_1: Yeah, I'm not sure why you even got that email, to be honest with you 'cause I don't, I don't see that you have Virtual Care benefits.

Speaker speaker\_2: Okay. I'll probably just disregard it and delete it.

Speaker speaker\_1: Okay. Um, but give me just a few seconds. Let me finish downloading your ID cards and I can me- I can email those to you.

Speaker speaker\_2: Okay. Can you also send me, um, what's covered and not covered in Well in the email?

Speaker speaker\_1: So the information that I have is a copy of the benefits guide. That's going to go over all of the medical plans being offered. Um, so it's not gonna be specific to your enrollment.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So just remember the plan that you have is called the MEC, uh, Stay Healthy and then you also-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... have Vision, um, and then of course-

Speaker speaker\_2: And how come the only one with Vision who has Jeffrey when... Well, my husband wouldn't have the Vision on there as well?

Speaker speaker\_1: Yeah, you just have vision for employee only.

Speaker speaker\_3: Okay.

Speaker speaker\_1: Yes, ma'am, give me just a few seconds and I will be right back.

Speaker speaker\_3: All right. Thank you.

Speaker speaker\_1: You're welcome. All righty. Thank you so much for holding. Um, I went ahead and sent that email to you. Um, so it's gonna have your medical, your vision ID card, and then also a copy of the, uh, benefits guide for your employer. And then I-

Speaker speaker\_3: Okay.

Speaker speaker\_1: ... also included-

Speaker speaker\_3: Yay.

Speaker speaker\_1: ... and then, uh, in the email, the name of the plans you have so you know what to look for.

Speaker speaker\_3: Okay. All... Thank you.

Speaker speaker\_1: You're welcome.

Speaker speaker\_3: Bye.

Speaker speaker\_1: Uh, did you need help with anything else?

Speaker speaker\_3: Um, no, that should be all.

Speaker speaker\_1: All righty. You have a wonderful day.

Speaker speaker\_3: You too. Thank you.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_3: Okay.