

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello. My name is Kevin Kucera. I am a benefits card holder, and I activated my benefits last Friday. But I'm having a hard time accessing the email that basically has a digital version of my plan so I can call my healthcare provider and give them my number and everything. Okay. Do you mean like you're having trouble just accessing like the ID cards that were sent to you by email? It was ne- it, it was never sent, it was never sent to me by email. Uh, like I, I got my activation email and that was it. I have not received another email. Okay. What's the- Is there any way... Yeah. Oh, go ahead. Sorry. The name of the agency you work for? Oh, BGSS staffing, temporary staffing agency. Okay. And the last four of your Social? 8972. And your first and last name? Kevin Kucera. K-U-C as in Charlie, E-R-A. Do you mind verifying your address and date of birth as well? Mm-hmm. 100 Bear Creek Path, Apartment 115, Mooresville, 27560. And then what was the other thing I needed to verify? My birthdate. Oh, 07/05/1991. Phone number is gonna be 919-691-8236? Yes, ma'am. And then email is gonna be K-E-V K-U-C-E-R-A at gmail.com? K- So K-E-V as in Victor, K-U-C as in Charlie, E-R-A at gmail.com. Okay. Um, so let me look up your ID cards. I think the email that you got was probably, um... Was it... Did it say anything about like FreeRx or anything like that? For my what? The email that your, that you received. Was it, did it say anything about FreeRx? FreeRx. Let me just pull it up really quick, actually. So I've got two emails from you guys. I got the new benefit announcement, activate your benefits and then Benefit in a Card activation successful. Those are the only two emails I've gotten. Okay. I think what it might be is for the, uh, Virtual Urgent Care benefit. Um, because I'm looking and I'm sh- seeing that your ID cards are not yet available. So once your coverage becomes active, it takes at least 72 business hours for the ID cards to be made. Um... Okay. And we just don't have access to the ID cards just yet. Okay. So it's just, I need to be a little bit more patient then. So once the physical card is created, they'll send me a digital copy of it through the email? Yeah. So your medical is sent by email, and then the dental and vision are mailed to you typically. All right. That's perfect. And, um, I'll be able to ac- So if I wanted to make a vision appointment, um, let's say, magically, I get my digital, so would I be able to make that appointment before the physical card gets here? I mean, as long as you- Or... Yeah. I mean, technically your coverage is active, so y- you can use it. Okay. I would suggest waiting until you get some form of the ID card, whether that's sent to you by email or by the mail. So what I would do- Perfect. ... in your situation, since we don't have access to the ID cards just yet, if you want to give us a call back tomorrow or Thursday, we should, um- Mm-hmm. Or I'm sorry, tomorrow or Friday, we should then- Mm-hmm. ... be able to download the ID cards and send those to you, uh, by email. Now the one that- I would really appreciate that. ... is automatically... Yes, sir. Now the one that is automatically sent to your email is the medical. The dental and vision- Okay. ... are sent to you

by mail. So if you want digital copies- Okay. ... just try to call us back tomorrow or Friday. I'm sorry. Excuse me. Okay. Apologies for that, North Carolina. Okay, perfect. Well, you have been very helpful. Thank you so much. Yes, sir. Was there anything else you can help with? You're awesome. And that's all my questions. That's it. Okay. Thank you so much. Have a wonderful day. You too. Bye-bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hello. My name is Kevin Kucera. I am a benefits card holder, and I activated my benefits last Friday. But I'm having a hard time accessing the email that basically has a digital version of my plan so I can call my healthcare provider and give them my number and everything.

Speaker speaker_0: Okay. Do you mean like you're having trouble just accessing like the ID cards that were sent to you by email?

Speaker speaker_1: It was ne- it, it was never sent, it was never sent to me by email. Uh, like I, I got my activation email and that was it. I have not received another email.

Speaker speaker_0: Okay. What's the-

Speaker speaker_1: Is there any way... Yeah. Oh, go ahead. Sorry.

Speaker speaker_0: The name of the agency you work for?

Speaker speaker_1: Oh, BGSS staffing, temporary staffing agency.

Speaker speaker_0: Okay. And the last four of your Social?

Speaker speaker_1: 8972.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Kevin Kucera. K-U-C as in Charlie, E-R-A.

Speaker speaker_0: Do you mind verifying your address and date of birth as well?

Speaker speaker_1: Mm-hmm. 100 Bear Creek Path, Apartment 115, Mooresville, 27560. And then what was the other thing I needed to verify? My birthdate. Oh, 07/05/1991.

Speaker speaker_0: Phone number is gonna be 919-691-8236?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is gonna be K-E-V K-U-C-E-R-A at gmail.com?

Speaker speaker_1: K- So K-E-V as in Victor, K-U-C as in Charlie, E-R-A at gmail.com.

Speaker speaker_0: Okay. Um, so let me look up your ID cards. I think the email that you got was probably, um... Was it... Did it say anything about like FreeRx or anything like that?

Speaker speaker_1: For my what?

Speaker speaker_0: The email that your, that you received. Was it, did it say anything about FreeRx?

Speaker speaker_1: FreeRx. Let me just pull it up really quick, actually. So I've got two emails from you guys. I got the new benefit announcement, activate your benefits and then Benefit in a Card activation successful. Those are the only two emails I've gotten.

Speaker speaker_0: Okay. I think what it might be is for the, uh, Virtual Urgent Care benefit. Um, because I'm looking and I'm sh- seeing that your ID cards are not yet available. So once your coverage becomes active, it takes at least 72 business hours for the ID cards to be made. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: And we just don't have access to the ID cards just yet.

Speaker speaker_1: Okay. So it's just, I need to be a little bit more patient then. So once the physical card is created, they'll send me a digital copy of it through the email?

Speaker speaker_0: Yeah. So your medical is sent by email, and then the dental and vision are mailed to you typically.

Speaker speaker_1: All right. That's perfect. And, um, I'll be able to ac- So if I wanted to make a vision appointment, um, let's say, magically, I get my digital, so would I be able to make that appointment before the physical card gets here?

Speaker speaker_0: I mean, as long as you-

Speaker speaker_1: Or... Yeah.

Speaker speaker_0: I mean, technically your coverage is active, so y- you can use it.

Speaker speaker_1: Okay.

Speaker speaker_0: I would suggest waiting until you get some form of the ID card, whether that's sent to you by email or by the mail. So what I would do-

Speaker speaker_1: Perfect.

Speaker speaker_0: ... in your situation, since we don't have access to the ID cards just yet, if you want to give us a call back tomorrow or Thursday, we should, um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Or I'm sorry, tomorrow or Friday, we should then-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... be able to download the ID cards and send those to you, uh, by email. Now the one that-

Speaker speaker_1: I would really appreciate that.

Speaker speaker_0: ... is automatically... Yes, sir. Now the one that is automatically sent to your email is the medical. The dental and vision-

Speaker speaker_1: Okay.

Speaker speaker_0: ... are sent to you by mail. So if you want digital copies-

Speaker speaker_1: Okay.

Speaker speaker_0: ... just try to call us back tomorrow or Friday.

Speaker speaker_1: I'm sorry. Excuse me. Okay. Apologies for that, North Carolina. Okay, perfect. Well, you have been very helpful. Thank you so much.

Speaker speaker_0: Yes, sir. Was there anything else you can help with?

Speaker speaker_1: You're awesome. And that's all my questions. That's it.

Speaker speaker_0: Okay.

Speaker speaker_1: Thank you so much. Have a wonderful day.

Speaker speaker_0: You too. Bye-bye.

Speaker speaker_1: All right. Bye-bye.