

Transcript: VICTORIA

Taylor-5395597102202880-6015824739483648

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, Victoria. I was calling because none of my doctors take the insurance, uh, through you guys and I started doing the, the, where you can, like, call a doctor, the virtual visit, but it disables that, my account. So I was gonna see if you had a list of doctors in my area or if you could help me disable the account through the virtual visit. Okay. What's the name of the agency you're, you're working through? DRC. And the last four of your Social? 6153. And your first and last name? Flora Retto. Okay. Do you mind verifying your address and date of birth? 51 Valley View Drive, Number 38, Cartersville, Georgia, 30120. March 4th, 1982. Phone number is 770-633-6959? Yes. And then email is first name d.m.vasquez@gmail.com? Mm-hmm. Okay. Give me one second. Yeah. I'm seeing you only have the virtual primary care. I don't see that you have a medical plan with us. I have everything. I, I pay, like, \$150 a week. Okay. Okay, so you have the minimum value plan for your medical? Mm-hmm. Oh, okay. Gotcha. Mm-hmm. Um, I personally don't have a list of doctors, 'cause we're just your benefits administrators, so in order to find providers you can either go onto multiplan.com and find it online or you can call MultiPlan and they should be able to help you find providers. So I can give you their phone number if you need that. Um, the... Let's see. With the virtual primary care, is that what you're trying to use online? Mm-hmm. Okay. Did you go to, uh, virtualcare.benefitsandacard.com? I just went to it through an email that they sent me and I created the, the login and I was trying to make an appointment but it didn't let me and I was thinking, "Well, maybe 'cause, uh, you know, it's Sunday." So I tried it again this morning and it just said, "Your account has been, uh, disabled." And it told me to call this number. Okay, but what website is it sending you to? Because I believe there's been a switch in carriers for the virtual primary care. Let me look. Mm, it says... I can't read the whole thing but it says benefitsandacard.com. Virtual care benefitsandacard.com. Yeah, that's the website. Virtualcare.benefitsandacard.com. Mm-hmm. Hmm. Okay. Um, yeah, I'm not sure why that would be not working for you. What, what is the error message that you're getting? "Account disabled. Please contact member's, uh, custom, contact member services at 800-497-4866." Okay. I'm gonna have to escalate that and see what's going on. Unfortunately, with that being said, most of, um, our upper management team has already left for the day, um, and we will be closed tomorrow and Wednesday for the holiday, so I probably won't be able to follow up with you on that until Thursday or Friday of this week. But, um, like I said, you should still be able to use your medical plan. Um, to find a provider for that, you can either go to multiplan.com or you can call MultiPlan and I can give you their phone number. Okay, what's the number? It is 800-457-1403. Okay. Yes, ma'am. Was there anything else you might need help with? That was all. All righty. Let's see. Give me just one second. Let me make sure... All righty. I was just making sure there was nothing else

that I was missing, but everything looks good on my end and I hope you have a wonderful day. You too. Thank you. Thank you. Bye-bye. Mm-hmm.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hey, Victoria. I was calling because none of my doctors take the insurance, uh, through you guys and I started doing the, the, where you can, like, call a doctor, the virtual visit, but it disables that, my account. So I was gonna see if you had a list of doctors in my area or if you could help me disable the account through the virtual visit.

Speaker speaker_1: Okay. What's the name of the agency you're, you're working through?

Speaker speaker_2: DRC.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6153.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Flora Retto.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: 51 Valley View Drive, Number 38, Cartersville, Georgia, 30120. March 4th, 1982.

Speaker speaker_1: Phone number is 770-633-6959?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email is first name d.m.vasquez@gmail.com?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. Give me one second. Yeah. I'm seeing you only have the virtual primary care. I don't see that you have a medical plan with us.

Speaker speaker_2: I have everything. I, I pay, like, \$150 a week.

Speaker speaker_1: Okay. Okay, so you have the minimum value plan for your medical?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Oh, okay. Gotcha.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, I personally don't have a list of doctors, 'cause we're just your benefits administrators, so in order to find providers you can either go onto multiplan.com and find it online or you can call MultiPlan and they should be able to help you find providers. So I can give you their phone number if you need that. Um, the... Let's see. With the virtual primary care, is that what you're trying to use online?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. Did you go to, uh, virtualcare.benefitsandacard.com?

Speaker speaker_2: I just went to it through an email that they sent me and I created the, the login and I was trying to make an appointment but it didn't let me and I was thinking, "Well, maybe 'cause, uh, you know, it's Sunday." So I tried it again this morning and it just said, "Your account has been, uh, disabled." And it told me to call this number.

Speaker speaker_1: Okay, but what website is it sending you to? Because I believe there's been a switch in carriers for the virtual primary care.

Speaker speaker_2: Let me look. Mm, it says... I can't read the whole thing but it says benefitsandacard.com. Virtual care benefitsandacard.com.

Speaker speaker_1: Yeah, that's the website. Virtualcare.benefitsandacard.com.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Hmm. Okay. Um, yeah, I'm not sure why that would be not working for you. What, what is the error message that you're getting?

Speaker speaker_2: "Account disabled. Please contact member's, uh, custom, contact member services at 800-497-4866."

Speaker speaker_1: Okay. I'm gonna have to escalate that and see what's going on. Unfortunately, with that being said, most of, um, our upper management team has already left for the day, um, and we will be closed tomorrow and Wednesday for the holiday, so I probably won't be able to follow up with you on that until Thursday or Friday of this week. But, um, like I said, you should still be able to use your medical plan. Um, to find a provider for that, you can either go to multiplan.com or you can call MultiPlan and I can give you their phone number.

Speaker speaker_2: Okay, what's the number?

Speaker speaker_1: It is 800-457-1403.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, ma'am. Was there anything else you might need help with?

Speaker speaker_2: That was all.

Speaker speaker_1: All righty. Let's see. Give me just one second. Let me make sure... All righty. I was just making sure there was nothing else that I was missing, but everything looks good on my end and I hope you have a wonderful day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Mm-hmm.