

Transcript: VICTORIA

Taylor-5706341103484928-6295416839651328

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? I went to log in to my account today and it said my account was deactivated, so I was just calling to see what was going on. Okay. Um, what's the website that you're on, like the URL? Uh, I'm not in front of my computer now, I'm on my lunch break. But you guys sent me a link to activate my account and I did and that's the link, like, I go to, to log in. Okay. Um, 'cause we're just your administrators. I mean, it could be that we're... There's a couple different websites. Was it for the virtual care? I- I'm honestly not sure, but this is the number it said to call for assistance, so. Okay. L- let me pull up your account. What's your- the name of your employer? MAU Workforce Solutions. And the last four of your Social? 9107. And your first and last name? Jillian, and I'm not sure if it's under Wahila Joins or just Joins. Okay. Do you mind verifying your address and date of birth? Address is 1838 Chickasaw Drive, Charleston, SC 29414 and date of birth is October 4th, 1981. And then phone number is 607-222-1939? Yes. Okay. And then email is first name, underscore, uh, last name, W-H- or W-A-H-I-L-A@hotmail.com? Yes. Okay. So it's not the virtual care 'cause I don't see that you're enrolled into that. Um, could be- It was, like, the initial email you sent to, like, register your account. And I did and it worked fine until today. Okay. Um, was it the Benefits on a Card, uh, website where you go on to, like, enroll and make changes to your enrollment? It had, like, you could do, you could do your consultations. It had buttons at the bottom for, like, urgent care, primary care, mental health. It had me fill out, like, my health profile. Okay. Give me one second 'cause I'm not sure what is going on. I did take a screenshot of the phone number. Let me see if I can tell what website it was on there. I don't think I can. Yeah, I just took a picture of the phone number. I can't see what website it is. Okay. Yeah, 'cause I- I don't see that you have any virtual care benefits, so I'm not sure why you even got that email. Huh. Maybe that's why I was unenrolled. But yeah, I mean, I had me fill out the, the whole health profile and everything. Hmm. I'm just double checking to make sure I'm not missing anything but... But it did appear like a virtual care website? Yeah. I mean, yeah, it had buttons at the bottom for, you know, which one you wanted to do, urgent, primary, mental health. Okay. Give me just a few seconds, let me see what I can find out. I'm gonna put you on a brief hold and I'll be right back. Okay. Alrighty. Thank you so much for holding. Um, so I was incorrect- Yes. You do actually get the virtual care benefit, uh, with the medical plan that you have. I just wasn't- Mm-hmm. ... seeing that information, I was looking at it earlier. Now here's the, here's another thing. It looks like there was an issue with the deduction for this week. It looks like you were overcharged. So that is what is- Oh. ... causing the issue with the virtual care, because there's a, you know, problem with the deduction. Um, so what I'm gonna do, is I'm gonna, uh, reach out and, um, see if we can't get this figured out for you, because you were charged \$59.94 instead of the regular \$32.81. Okay. Yeah. Yeah.

I'd appreciate that. Alrighty. Um, so I'll go ahead and escalate this, see what I can figure out and what we can get done for you so it can get resolved. And then as soon as I get, um, any feedback on what's going on, I will follow back up with you from there. Okay. Sounds great. Thank you so much for your help. Yes, ma'am. You have a wonderful day. You too. Thank you. Bye-bye. Bye-bye.

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: I went to log in to my account today and it said my account was deactivated, so I was just calling to see what was going on.

Speaker speaker_1: Okay. Um, what's the website that you're on, like the URL?

Speaker speaker_2: Uh, I'm not in front of my computer now, I'm on my lunch break. But you guys sent me a link to activate my account and I did and that's the link, like, I go to, to log in.

Speaker speaker_1: Okay. Um, 'cause we're just your administrators. I mean, it could be that we're... There's a couple different websites. Was it for the virtual care?

Speaker speaker_2: I- I'm honestly not sure, but this is the number it said to call for assistance, so.

Speaker speaker_1: Okay. L- let me pull up your account. What's your- the name of your employer?

Speaker speaker_2: MAU Workforce Solutions.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 9107.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Jillian, and I'm not sure if it's under Wahila Joins or just Joins.

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

Speaker speaker_2: Address is 1838 Chickasaw Drive, Charleston, SC 29414 and date of birth is October 4th, 1981.

Speaker speaker_1: And then phone number is 607-222-1939?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then email is first name, underscore, uh, last name, W-H- or W-A-H-I-L-A@hotmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So it's not the virtual care 'cause I don't see that you're enrolled into that. Um, could be-

Speaker speaker_2: It was, like, the initial email you sent to, like, register your account. And I did and it worked fine until today.

Speaker speaker_1: Okay. Um, was it the Benefits on a Card, uh, website where you go on to, like, enroll and make changes to your enrollment?

Speaker speaker_2: It had, like, you could do, you could do your consultations. It had buttons at the bottom for, like, urgent care, primary care, mental health. It had me fill out, like, my health profile.

Speaker speaker_1: Okay. Give me one second 'cause I'm not sure what is going on.

Speaker speaker_2: I did take a screenshot of the phone number. Let me see if I can tell what website it was on there. I don't think I can. Yeah, I just took a picture of the phone number. I can't see what website it is.

Speaker speaker_1: Okay. Yeah, 'cause I- I don't see that you have any virtual care benefits, so I'm not sure why you even got that email.

Speaker speaker_2: Huh. Maybe that's why I was unenrolled. But yeah, I mean, I had me fill out the, the whole health profile and everything.

Speaker speaker_1: Hmm. I'm just double checking to make sure I'm not missing anything but... But it did appear like a virtual care website?

Speaker speaker_2: Yeah. I mean, yeah, it had buttons at the bottom for, you know, which one you wanted to do, urgent, primary, mental health.

Speaker speaker_1: Okay. Give me just a few seconds, let me see what I can find out. I'm gonna put you on a brief hold and I'll be right back.

Speaker speaker_2: Okay.

Speaker speaker_1: Alrighty. Thank you so much for holding. Um, so I was incorrect-

Speaker speaker_3: Yes.

Speaker speaker_1: You do actually get the virtual care benefit, uh, with the medical plan that you have. I just wasn't-

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: ... seeing that information, I was looking at it earlier. Now here's the, here's another thing. It looks like there was an issue with the deduction for this week. It looks like you were overcharged. So that is what is-

Speaker speaker_3: Oh.

Speaker speaker_1: ... causing the issue with the virtual care, because there's a, you know, problem with the deduction. Um, so what I'm gonna do, is I'm gonna, uh, reach out and, um, see if we can't get this figured out for you, because you were charged \$59.94 instead of the regular \$32.81.

Speaker speaker_3: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_3: Yeah. I'd appreciate that.

Speaker speaker_1: Alrighty. Um, so I'll go ahead and escalate this, see what I can figure out and what we can get done for you so it can get resolved. And then as soon as I get, um, any feedback on what's going on, I will follow back up with you from there.

Speaker speaker_3: Okay. Sounds great. Thank you so much for your help.

Speaker speaker_1: Yes, ma'am. You have a wonderful day.

Speaker speaker_3: You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_3: Bye-bye.