

Transcript: VICTORIA

Taylor-5729556700119040-5416243338461184

Full Transcript

Thank you for calling Benefit in a Card. This is Victoria. How can I help you? Hi. Um, I was looking on my account and my husband's and my information are, like, mixed together. Like, it said that he was female, he- it was his birthday, but then it was, like, my phone number, which is confusing. Um, so that anyway- I don't know if he's even covered under the same policy. Okay. Um, what's the name of the agency you work for? Um, it should be Care Staffing over at Stella. Okay. And what's the last four of your Social? 2471. Okay. And your first and last name? Renee McMillan. All right. Do you mind verifying your address and date of birth? Um, 7700 West 4th Avenue in Kennewick, 99336, Apartment B105. And then date of birth, 05/11/96. Okay. And the address, is it 7701 West Avenue 4th? Huh. Let's see- Or West 4th Avenue? Oh, it's 7701 West 4th. Sorry. Okay, gotcha. And then phone number, 573-2544? Yes. And then email is first name, last name at Gmail? Yes. Okay. Now, are you on the Virtual Care Benefit website, or what website are you looking at? Yeah, the Virtual Care. Okay. Um, hmm. And I wanted to know, too, is my husband even covered? 'Cause I do have the family plan. Yeah. So- Your spouse is listed on pretty much- so it looks like everything. Uh, dental, term life, vision, ID experts, the MEC TeleRx, which comes with the Virtual Care Benefit, the VIP Plus bundle. So all of that is employee plus family, and then you also have the short-term disability, but that's for employee only. Okay. Yeah, I'm not even on the Virtual. It shows my husband, and then said- had him as a female. Hmm. Okay. So I think there has been some issues with that, and I don't see that we have your husband's email. You guys are- s- you're supposed to get- both of you are supposed to get a registration email for that- Okay. ... to set it up, so that could be the issue. Um- Okay. I'll look again. Let me... And, and we don't have your husband's email on file, so I'm gonna get that from you. But just to make sure I have everything correct, first name is Justin, same last name, uh, date of birth is September 9th, uh, 1994. Mm-hmm. And then the last four of his Social is 8686. Mm-hmm. Okay. So what I think it is, is because we don't have your husband's email on file, so at some point during the registration process, they probably got mixed up. Okay. Um, what is his email? Um, first name, last name 16 at Gmail. Okay. So what I will do is I will go ahead and reach out to IT and let them know what's going on and send them- Okay. ... his email so we can try and get those registration emails resended to you guys. Okay. Awesome. Um, and just to make sure, so it's not showing you at all on the website? It's just showing his information? Yeah. Like, I was, I was trying to get a virtual visit done, and it shows Justin and then my two kids, and it doesn't show me at all. And then a couple months ago, it just showed me and then my two kids. So I was like, "Wait, is my husband not covered?" So I was like, "Well, I guess you're not covered," so he went to urgent care instead of using the virtual, 'cause I thought he wasn't covered. Oops. Hmm. Okay. I'm just making sure I'm sending the- putting the picture together for IT. So when you log in to set up a virtual visit, it just shows your husband's information and it has

your dependent children listed? Mm-hmm. And then it, it had him as a female, and then it had my phone number, but it had his first, last name and date of birth correct. So I was like, "What?" 'Cause usually that's my information. It- I've seen it before where it was just my information. Okay. All righty. Well, let me go ahead and escalate this to IT to see what we can do- Okay. ... about getting that fixed. And then as soon as I get a response, I will follow up with you. Okay. Um, now the department has left for the day, so unfortunately it won't be today or tonight. Um- Okay. ... probably, I would say tomorrow. Um, but typically- sometimes it can take up to 48 hours for a follow-up. Okay. Would there be any way to do the virtual care without going through the website? Like, would there be a phone number I can do? Mm, I would- Or would I have to wait till tomorrow? I don't see... Yeah, I don't see a phone number that you would be able to call. Okay. Yeah, I think everything's done on the website. And I'm not, I'm not too sure, you know, if all your information is reflecting your husband's information, that might cause some issues with actually setting up an appointment. Yeah. Okay. But I'll let them know that you're trying to get an appointment set up as soon as possible, so hopefully I can get a response by tomorrow and follow up with you. Okay. Thank you. You're welcome. Did you need help with anything else? Nope, that's it. All righty. Well, um, I hope you have a wonderful rest of your afternoon. Thanks. You too. Bye-bye. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi. Um, I was looking on my account and my husband's and my information are, like, mixed together. Like, it said that he was female, he- it was his birthday, but then it was, like, my phone number, which is confusing. Um, so that anyway- I don't know if he's even covered under the same policy.

Speaker speaker_0: Okay. Um, what's the name of the agency you work for?

Speaker speaker_1: Um, it should be Care Staffing over at Stella.

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

Speaker speaker_1: 2471.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Renee McMillan.

Speaker speaker_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker_1: Um, 7700 West 4th Avenue in Kennewick, 99336, Apartment B105. And then date of birth, 05/11/96.

Speaker speaker_0: Okay. And the address, is it 7701 West Avenue 4th?

Speaker speaker_1: Huh. Let's see-

Speaker speaker_0: Or West 4th Avenue?

Speaker speaker_1: Oh, it's 7701 West 4th. Sorry.

Speaker speaker_0: Okay, gotcha. And then phone number, 573-2544?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is first name, last name at Gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Now, are you on the Virtual Care Benefit website, or what website are you looking at?

Speaker speaker_1: Yeah, the Virtual Care.

Speaker speaker_0: Okay. Um, hmm.

Speaker speaker_1: And I wanted to know, too, is my husband even covered? 'Cause I do have the family plan.

Speaker speaker_0: Yeah.

Speaker speaker_1: So-

Speaker speaker_0: Your spouse is listed on pretty much- so it looks like everything. Uh, dental, term life, vision, ID experts, the MEC TeleRx, which comes with the Virtual Care Benefit, the VIP Plus bundle. So all of that is employee plus family, and then you also have the short-term disability, but that's for employee only.

Speaker speaker_1: Okay. Yeah, I'm not even on the Virtual. It shows my husband, and then said- had him as a female. Hmm.

Speaker speaker_0: Okay. So I think there has been some issues with that, and I don't see that we have your husband's email. You guys are- s- you're supposed to get- both of you are supposed to get a registration email for that-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to set it up, so that could be the issue. Um-

Speaker speaker_1: Okay. I'll look again.

Speaker speaker_0: Let me... And, and we don't have your husband's email on file, so I'm gonna get that from you. But just to make sure I have everything correct, first name is Justin, same last name, uh, date of birth is September 9th, uh, 1994.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then the last four of his Social is 8686.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. So what I think it is, is because we don't have your husband's email on file, so at some point during the registration process, they probably got mixed up.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, what is his email?

Speaker speaker_1: Um, first name, last name 16 at Gmail.

Speaker speaker_0: Okay. So what I will do is I will go ahead and reach out to IT and let them know what's going on and send them-

Speaker speaker_1: Okay.

Speaker speaker_0: ... his email so we can try and get those registration emails resent to you guys.

Speaker speaker_1: Okay. Awesome.

Speaker speaker_0: Um, and just to make sure, so it's not showing you at all on the website? It's just showing his information?

Speaker speaker_1: Yeah. Like, I was, I was trying to get a virtual visit done, and it shows Justin and then my two kids, and it doesn't show me at all. And then a couple months ago, it just showed me and then my two kids. So I was like, "Wait, is my husband not covered?" So I was like, "Well, I guess you're not covered," so he went to urgent care instead of using the virtual, 'cause I thought he wasn't covered. Oops. Hmm.

Speaker speaker_0: Okay. I'm just making sure I'm sending the- putting the picture together for IT. So when you log in to set up a virtual visit, it just shows your husband's information and it has your dependent children listed?

Speaker speaker_1: Mm-hmm. And then it, it had him as a female, and then it had my phone number, but it had his first, last name and date of birth correct. So I was like, "What?" 'Cause usually that's my information. It- I've seen it before where it was just my information.

Speaker speaker_0: Okay. All righty. Well, let me go ahead and escalate this to IT to see what we can do-

Speaker speaker_1: Okay.

Speaker speaker_0: ... about getting that fixed. And then as soon as I get a response, I will follow up with you.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, now the department has left for the day, so unfortunately it won't be today or tonight. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... probably, I would say tomorrow. Um, but typically- sometimes it can take up to 48 hours for a follow-up.

Speaker speaker_1: Okay. Would there be any way to do the virtual care without going through the website? Like, would there be a phone number I can do?

Speaker speaker_0: Mm, I would-

Speaker speaker_1: Or would I have to wait till tomorrow?

Speaker speaker_0: I don't see... Yeah, I don't see a phone number that you would be able to call.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah, I think everything's done on the website. And I'm not, I'm not too sure, you know, if all your information is reflecting your husband's information, that might cause some issues with actually setting up an appointment.

Speaker speaker_1: Yeah. Okay.

Speaker speaker_0: But I'll let them know that you're trying to get an appointment set up as soon as possible, so hopefully I can get a response by tomorrow and follow up with you.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. Did you need help with anything else?

Speaker speaker_1: Nope, that's it.

Speaker speaker_0: All righty. Well, um, I hope you have a wonderful rest of your afternoon.

Speaker speaker_1: Thanks. You too. Bye-bye.

Speaker speaker_0: Thank you. Bye-bye.