

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Hi. Yeah, so I just was able to activate my account. Um, so I'm just trying to figure out where I find my, like, insurance information usually. There's, like, a, um, group number, you know, different information on that. And I don't see where I can access my virtual card. Okay. What website are you on? Are you on the website for the, like, the virtual, uh, appointments? That might be it. Um, I just got the email that's saying your card is active and, um, so the page that I'm on, it just shows me dashboard, notifications, health records, lab requests. But I don't see anywhere with my, like, information. That seems like that's specifically for the virtual appointments online. Okay. There wouldn't be- Okay. ... an ID card on there. That's how you set up- Okay. I'm not- ... some place with the, um, the, uh, online providers. What w- what specific website are you on? What's the URL? Um, virtualcare.benefitsinacard.com. Yeah. So that's the portal that you would use when you go to have an appointment with a provider online. So there's no ID card for that, not to my knowledge. Okay. Now, are you trying to get acce- are you enrolled into other plans that you're trying to get ID cards for? I just need to send my coverage to my doctor that I had a telemedicine appointment with. She needs to see my insurance info. Okay. Let me, let me pull up your file. What's the name of the agency you're with? Yeah. Global Healthcare Group. It might be under Noor Staffing, N-O-O-R. Okay. And the last four of your social? Yep. Uh, 1209. And your first and last name? Yeah. Amy Stefanek's. Okay. Do you mind verifying your address and date of birth? No problem. November 25th, 1987. 97665 Corporate Boulevard, Baton Rouge. Or Apartment 6110, Baton Rouge, Louisiana 70809. And I'm sorry, your date of birth? Yep. November 25th, 1987. Phone number 585-301-3641. Mm-hmm. And then email is als8165@gmail.com. Mm-hmm. Okay. So I do see that you're enrolled into a medical, um, a vision plan, and the virtual primary care services. So I can get- Yes. ... you an ID card for your medical and your vision. Now, the virtual primary care services that you're enrolled into, you have to use the services on the website that you're, you're currently looking at. Okay. Yeah. So if you had a, uh, virtual appointment with someone else, you may be able to use your medical for that. I'm not too sure. Um, let me see. So is that... You can send me an actual physical card? 'Cause that'd be great for my medical. Yeah. I'm trying to look that up now. Give me one second. Sure. Okay. So it doesn't look like I have access to your medical ID card just yet. So what I'm gonna do on my end, is I'm gonna, uh, try and escalate this so I can get a copy of your medical ID card, and then send that to you when I have it. But I can go ahead and send you a copy of the vision. Okay. Yeah. Perfect. All righty. I'm gonna make a note on my end and then once I get access to your medical ID card, I will follow back up with you and send it to you. Okay. Do you know if there's a way to get, um, like a virtual access to it? On your end? I don't think so. I don't even have access to your i- your medical ID card just yet. I'm not sure- Okay. ... why. I have to escalate it and... uh, on my

end and get a copy of it for you. Okay. Okay. Perfect. Um, so would you be able... Once you, like, get the authorization to send that, can you send me an email? Yes, ma'am. Once I get access to the, the ID card, I'll send it to your email and also give you a call back to let you know. Okay. Awesome. That's perfect. Thank you so much. You're welcome. Did you need help with anything else? No. No, that covers it. Thank you. You're welcome. And then just to remind you, in the meantime, since I do have access to the vision, I am gonna go ahead and send that to your email. Okay. Oh, perfect. Thank you. You're welcome. You have a wonderful day. You too. Thank you. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi. Yeah, so I just was able to activate my account. Um, so I'm just trying to figure out where I find my, like, insurance information usually. There's, like, a, um, group number, you know, different information on that. And I don't see where I can access my virtual card.

Speaker speaker_0: Okay. What website are you on? Are you on the website for the, like, the virtual, uh, appointments?

Speaker speaker_1: That might be it. Um, I just got the email that's saying your card is active and, um, so the page that I'm on, it just shows me dashboard, notifications, health records, lab requests. But I don't see anywhere with my, like, information.

Speaker speaker_0: That seems like that's specifically for the virtual appointments online.

Speaker speaker_1: Okay.

Speaker speaker_0: There wouldn't be-

Speaker speaker_1: Okay.

Speaker speaker_0: ... an ID card on there. That's how you set up-

Speaker speaker_1: Okay. I'm not-

Speaker speaker_0: ... some place with the, um, the, uh, online providers. What w- what specific website are you on? What's the URL?

Speaker speaker_1: Um, virtualcare.benefitsinacard.com.

Speaker speaker_0: Yeah. So that's the portal that you would use when you go to have an appointment with a provider online. So there's no ID card for that, not to my knowledge.

Speaker speaker_1: Okay.

Speaker speaker_0: Now, are you trying to get acce- are you enrolled into other plans that you're trying to get ID cards for?

Speaker speaker_1: I just need to send my coverage to my doctor that I had a telemedicine appointment with. She needs to see my insurance info.

Speaker speaker_0: Okay. Let me, let me pull up your file. What's the name of the agency you're with?

Speaker speaker_1: Yeah. Global Healthcare Group. It might be under Noor Staffing, N-O-O-R.

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

Speaker speaker_1: Yep. Uh, 1209.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Yeah. Amy Stefanek's.

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

Speaker speaker_1: No problem. November 25th, 1987. 97665 Corporate Boulevard, Baton Rouge. Or Apartment 6110, Baton Rouge, Louisiana 70809.

Speaker speaker_0: And I'm sorry, your date of birth?

Speaker speaker_1: Yep. November 25th, 1987.

Speaker speaker_0: Phone number 585-301-3641.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then email is als8165@gmail.com.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. So I do see that you're enrolled into a medical, um, a vision plan, and the virtual primary care services. So I can get-

Speaker speaker_1: Yes.

Speaker speaker_0: ... you an ID card for your medical and your vision. Now, the virtual primary care services that you're enrolled into, you have to use the services on the website that you're, you're currently looking at.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah. So if you had a, uh, virtual appointment with someone else, you may be able to use your medical for that. I'm not too sure. Um, let me see.

Speaker speaker_1: So is that... You can send me an actual physical card? 'Cause that'd be great for my medical.

Speaker speaker_0: Yeah. I'm trying to look that up now. Give me one second.

Speaker speaker_1: Sure.

Speaker speaker_0: Okay. So it doesn't look like I have access to your medical ID card just yet. So what I'm gonna do on my end, is I'm gonna, uh, try and escalate this so I can get a copy of your medical ID card, and then send that to you when I have it. But I can go ahead and send you a copy of the vision.

Speaker speaker_1: Okay. Yeah. Perfect.

Speaker speaker_0: All righty. I'm gonna make a note on my end and then once I get access to your medical ID card, I will follow back up with you and send it to you.

Speaker speaker_1: Okay. Do you know if there's a way to get, um, like a virtual access to it?

Speaker speaker_0: On your end? I don't think so. I don't even have access to your i- your medical ID card just yet. I'm not sure-

Speaker speaker_1: Okay.

Speaker speaker_0: ... why. I have to escalate it and... uh, on my end and get a copy of it for you.

Speaker speaker_1: Okay. Okay. Perfect. Um, so would you be able... Once you, like, get the authorization to send that, can you send me an email?

Speaker speaker_0: Yes, ma'am. Once I get access to the, the ID card, I'll send it to your email and also give you a call back to let you know.

Speaker speaker_1: Okay. Awesome. That's perfect. Thank you so much.

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

Speaker speaker_1: No. No, that covers it. Thank you.

Speaker speaker_0: You're welcome. And then just to remind you, in the meantime, since I do have access to the vision, I am gonna go ahead and send that to your email.

Speaker speaker_1: Okay. Oh, perfect. Thank you.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too. Thank you. Bye-bye.

Speaker speaker_0: Bye-bye.