

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Chris. How can I help you? Hey, Chris. This is Eric Montgomery. I'm with NAU in Newberry, South Carolina at Um, last week I called to register for the dental insurance. Okay. I just wanted to see, like, how long before I can go to the doctor and use my coverage? Um, so any enrollment takes one to two weeks to process, so if you only called last week, it's, it's not going to be effective, uh, e- effective at this point. Um, but once that one to two-week processing period has passed, uh, you should start seeing the deductions for the plans you selected coming out of your paychecks. Once you see- Okay. ... that deduction happen, your policy is effective the following Monday. Typically, ID cards will arrive about a week or two after that, but if you need to use the policy before you receive the ID card, you can always give us a call to check to see if a digital copy's available, um, or you could have the provider give us a call to verify eligibility. Yes, I do. Am I, um... Is there any digital cards available? 'Cause I've hea- I have very bad tooth pain. At this time, no, because you, you said you just called last week. Your policy wouldn't be effective this week, and they don't start generating the policy information until the policy's in effect. So how long I need the date. I'm sorry. Can you give me a estima- Yeah. As, as I stated, it takes about one to two weeks for the enrollment process. Once the processing period has passed, then that's when MAU can start taking those deductions out of your paycheck. You, you have to wait until you see the money coming out of your check. Once you see the money come out of your check, your policy is effective the next Monday. The following Monday. Okay. Thank you. You're welcome. Anything else? No, sir. All right. Thanks for calling and have a good day.

Conversation Format

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

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

Speaker speaker_2: Hey, Chris. This is Eric Montgomery. I'm with NAU in Newberry, South Carolina at Um, last week I called to register for the dental insurance.

Speaker speaker_1: Okay.

Speaker speaker_2: I just wanted to see, like, how long before I can go to the doctor and use my coverage?

Speaker speaker_1: Um, so any enrollment takes one to two weeks to process, so if you only called last week, it's, it's not going to be effective, uh, e- effective at this point. Um, but once that one to two-week processing period has passed, uh, you should start seeing the deductions for the plans you selected coming out of your paychecks. Once you see-

Speaker speaker_2: Okay.

Speaker speaker_1: ... that deduction happen, your policy is effective the following Monday. Typically, ID cards will arrive about a week or two after that, but if you need to use the policy before you receive the ID card, you can always give us a call to check to see if a digital copy's available, um, or you could have the provider give us a call to verify eligibility.

Speaker speaker_2: Yes, I do. Am I, um... Is there any digital cards available? 'Cause I've heard I have very bad tooth pain.

Speaker speaker_1: At this time, no, because you, you said you just called last week. Your policy wouldn't be effective this week, and they don't start generating the policy information until the policy's in effect.

Speaker speaker_2: So how long I need the date. I'm sorry. Can you give me a estima-

Speaker speaker_1: Yeah. As, as I stated, it takes about one to two weeks for the enrollment process. Once the processing period has passed, then that's when MAU can start taking those deductions out of your paycheck. You, you have to wait until you see the money coming out of your check. Once you see the money come out of your check, your policy is effective the next Monday. The following Monday.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. Anything else?

Speaker speaker_2: No, sir.

Speaker speaker_1: All right. Thanks for calling and have a good day.