

Transcript: Estefania

Acevedo-4877352037695488-4687680242106368

Full Transcript

Thank you for calling Benefits in a Cart. My name is Stephanie. How can I assist you?

Stephanie, this is Mr. Barrons. I'm trying to figure out when- ... I'm gonna get my card so I can get my medicine. Okay, what's- Because the, the company that they work for, they, they canceled them as of a week ago. Okay. What staffing agency is it? Uh, SST, Superior Skilled Trades. And then what are the last four of your Social? 6827. You said 6827? 6827. Okay. Charles? Yes. All right. For security purposes, can you please verify the address and the date of birth that we have on file? 112 South River Avenue, Exeter, Nebraska, 68351 for a 365. Okay, thank you. Then I have 402-814-0837 as your phone number? Yes, ma'am. And then what's a good email to send those cards to? barrons.chuck@yahoo.com. All right. Okay. Give me one second. I'm gonna put you in a brief hold, and I'm gonna send those cards over to you. Okay. And nothing's changed, right? I got the same as I had? Because it said if you got a change or anything, but I'm not seeing nothing that got changed, so... Okay. Um, so, it looks like you have Vision for employee plus spouse, Dental for employee plus spouse, your VIP Classic, which is your medical plan for employee plus spouse, short-term disability for employee only, Term Life for employee plus spouse, and then your MEC Standalone is your preventative plan for employee plus spouse. Okay. So like seven of them are hitting up? Mm-hmm. And then, um, it looks like the only thing that we're missing is a beneficiary. Did you wanna put your spouse or did you wanna put somebody different? Yes. Your spouse? My, my wife, yeah. All right, let me add her real quick. Give me one... All right, I'm gonna add her, and while I do that, I'm gonna also put you in a brief hold while I get your cards ready. Then I'll get you to verify your email just so that I'm sure that you did receive them. Okay, yep. I'll be right back. Tell you, for your VIP Classic, that card, they normally don't mail out. That's the card that covers, like, doctor visits, the sick, urgent care, emergency room, and surgeries. Did you want me to go ahead and request that? 'Cause- Yes, please. ... um, you should be getting VisionFirst, Preventative, and Dental, and then later on you're gonna get your VIP since I'm putting in a request for it right now. Okay. Yeah, I don't know why we haven't got nothing. Yeah, normally it's the first or second week, so you might actually receive them this Friday. Um, but just Vision, Dental, and then your Preventative, and since I'm putting in a request for the medical, you'll get that one. Maybe by the end of the week. So which one's gonna cover my, my, uh, my prescriptions? Both of them have prescription benefits. Okay. So through your MEC is Pharmacoville, and then through your VIP Classic, it's Medimpact. But I'm gonna go ahead and send all of your cards electronically either way. Yeah. Yeah, that way I can get... Yeah. I been trying to... I been trying to get them before they even switched over to you guys. They tell... keep on telling me that they're out of insurance. I said, "Well, that's not... That's impossible," 'cause I was checking on it every week, but then I found out today that they went to somebody else, so... Yeah. Okay. Um, but I'ma get those cards ready. I'll be right back.

Okay, yep. Okay, sir. I went ahead and emailed it to you, do verifying that you received it. Um, and I also went ahead and requested for it to be sent out to you. Okay. So the card that you're gonna need is the one that says APL. And then, I believe... Let me open it real quick. On the left-hand side, that pharmacy information that they're going to ask, is going to be on that card as well. It's gonna say Pharmacovill- Okay. ... on the right-hand side. Okay. Um, I was gonna- Okay. Hold on. Mm-hmm. Go ahead, sorry. I was gonna tell you that for your vision and your preventative plan, which is the plan that covers like a simple flu vaccine, some STD and cancer screenings, those two cards aren't ready yet. They should be ready by Thursday. So I'm gonna leave myself a note to, um, check up on that on Thursday and once they're available, I'll email them to you and then I'll call you to let you know. Hey, this, this is what bothers me is they're taking money out for these cards and we can't even use them if we need them. Um, that or I can send out an email to see if I can get that information sooner, but- I mean, the only weird, I mean, it's like- ... at the same time, I don't have that. It's like, it's like you're paying for, you're paying for something that you don't even have. That's crazy. And I've been paying for it for... Is the sad part. I think I paid like five- Mm-hmm. ... five weeks at the rate and we got stuff that we can't even use? So you actually became active just now last week with us. Well, what I'm saying though, with, with you guys, I know, but I'm talking SST in general. Oh, yeah. I'm not really sure regarding- Yeah. ... the other insurance. But I know with this, you just became active last week. Um, but like I said, I will be leaving myself a note and then I'll email that to you Thursday. Um, but that's- Okay. ... just for vision and the NEC. The card that you actually need is that APL one that was emailed. Thankfully, that one was ready. Because I will, I will... There will be more people calling you because, uh, everybody that I work with is going to be in the same boat. Everybody wants to know what's going on. Yes, sir. Okay. Yeah. Um- So you sent me... So you got dental and then you got the medical one. Mm-hmm. Okay. Okay, yeah, I'll call Walmart so I can get this done. Okay. Okay. Well, thank you, ma'am. You're welcome. Have a nice day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Cart. My name is Stephanie. How can I assist you?

Speaker speaker_1: Stephanie, this is Mr. Barrons. I'm trying to figure out when- ... I'm gonna get my card so I can get my medicine.

Speaker speaker_0: Okay, what's-

Speaker speaker_1: Because the, the company that they work for, they, they canceled them as of a week ago.

Speaker speaker_0: Okay. What staffing agency is it?

Speaker speaker_1: Uh, SST, Superior Skilled Trades.

Speaker speaker_0: And then what are the last four of your Social?

Speaker speaker_1: 6827.

Speaker speaker_0: You said 6827?

Speaker speaker_1: 6827.

Speaker speaker_0: Okay. Charles?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. For security purposes, can you please verify the address and the date of birth that we have on file?

Speaker speaker_1: 112 South River Avenue, Exeter, Nebraska, 68351 for a 365.

Speaker speaker_0: Okay, thank you. Then I have 402-814-0837 as your phone number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then what's a good email to send those cards to?

Speaker speaker_1: barrons.chuck@yahoo.com.

Speaker speaker_0: All right.

Speaker speaker_1: Okay.

Speaker speaker_0: Give me one second. I'm gonna put you in a brief hold, and I'm gonna send those cards over to you.

Speaker speaker_1: Okay. And nothing's changed, right? I got the same as I had? Because it said if you got a change or anything, but I'm not seeing nothing that got changed, so...

Speaker speaker_0: Okay. Um, so, it looks like you have Vision for employee plus spouse, Dental for employee plus spouse, your VIP Classic, which is your medical plan for employee plus spouse, short-term disability for employee only, Term Life for employee plus spouse, and then your MEC Standalone is your preventative plan for employee plus spouse.

Speaker speaker_1: Okay. So like seven of them are hitting up?

Speaker speaker_0: Mm-hmm. And then, um, it looks like the only thing that we're missing is a beneficiary. Did you wanna put your spouse or did you wanna put somebody different?

Speaker speaker_1: Yes.

Speaker speaker_0: Your spouse?

Speaker speaker_1: My, my wife, yeah.

Speaker speaker_0: All right, let me add her real quick. Give me one... All right, I'm gonna add her, and while I do that, I'm gonna also put you in a brief hold while I get your cards ready. Then I'll get you to verify your email just so that I'm sure that you did receive them.

Speaker speaker_1: Okay, yep.

Speaker speaker_0: I'll be right back. Tell you, for your VIP Classic, that card, they normally don't mail out. That's the card that covers, like, doctor visits, the sick, urgent care, emergency room, and surgeries. Did you want me to go ahead and request that? 'Cause-

Speaker speaker_1: Yes, please.

Speaker speaker_0: ... um, you should be getting VisionFirst, Preventative, and Dental, and then later on you're gonna get your VIP since I'm putting in a request for it right now.

Speaker speaker_1: Okay. Yeah, I don't know why we haven't got nothing.

Speaker speaker_0: Yeah, normally it's the first or second week, so you might actually receive them this Friday. Um, but just Vision, Dental, and then your Preventative, and since I'm putting in a request for the medical, you'll get that one. Maybe by the end of the week.

Speaker speaker_1: So which one's gonna cover my, my, uh, my prescriptions?

Speaker speaker_0: Both of them have prescription benefits.

Speaker speaker_1: Okay.

Speaker speaker_0: So through your MEC is Pharmacoville, and then through your VIP Classic, it's Medimpact. But I'm gonna go ahead and send all of your cards electronically either way.

Speaker speaker_1: Yeah. Yeah, that way I can get... Yeah. I been trying to... I been trying to get them before they even switched over to you guys. They tell... keep on telling me that they're out of insurance. I said, "Well, that's not... That's impossible," 'cause I was checking on it every week, but then I found out today that they went to somebody else, so...

Speaker speaker_0: Yeah. Okay. Um, but I'ma get those cards ready. I'll be right back.

Speaker speaker_1: Okay, yep.

Speaker speaker_0: Okay, sir. I went ahead and emailed it to you, do verifying that you received it. Um, and I also went ahead and requested for it to be sent out to you.

Speaker speaker_1: Okay.

Speaker speaker_0: So the card that you're gonna need is the one that says APL. And then, I believe... Let me open it real quick. On the left-hand side, that pharmacy information that they're going to ask, is going to be on that card as well. It's gonna say Pharmacovill-

Speaker speaker_1: Okay.

Speaker speaker_0: ... on the right-hand side.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, I was gonna-

Speaker speaker_1: Okay. Hold on.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Go ahead, sorry.

Speaker speaker_0: I was gonna tell you that for your vision and your preventative plan, which is the plan that covers like a simple flu vaccine, some STD and cancer screenings, those two cards aren't ready yet. They should be ready by Thursday. So I'm gonna leave myself a note to, um, check up on that on Thursday and once they're available, I'll email them to you and then I'll call you to let you know.

Speaker speaker_1: Hey, this, this is what bothers me is they're taking money out for these cards and we can't even use them if we need them.

Speaker speaker_0: Um, that or I can send out an email to see if I can get that information sooner, but-

Speaker speaker_1: I mean, the only weird, I mean, it's like-

Speaker speaker_0: ... at the same time, I don't have that.

Speaker speaker_1: It's like, it's like you're paying for, you're paying for something that you don't even have. That's crazy. And I've been paying for it for... Is the sad part. I think I paid like five-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... five weeks at the rate and we got stuff that we can't even use?

Speaker speaker_0: So you actually became active just now last week with us.

Speaker speaker_1: Well, what I'm saying though, with, with you guys, I know, but I'm talking SST in general.

Speaker speaker_0: Oh, yeah. I'm not really sure regarding-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... the other insurance. But I know with this, you just became active last week. Um, but like I said, I will be leaving myself a note and then I'll email that to you Thursday. Um, but that's-

Speaker speaker_1: Okay.

Speaker speaker_0: ... just for vision and the NEC. The card that you actually need is that APL one that was emailed. Thankfully, that one was ready.

Speaker speaker_1: Because I will, I will... There will be more people calling you because, uh, everybody that I work with is going to be in the same boat. Everybody wants to know what's going on.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah. Um-

Speaker speaker_1: So you sent me...

Speaker speaker_0: So you got dental and then you got the medical one. Mm-hmm.

Speaker speaker_1: Okay. Okay, yeah, I'll call Walmart so I can get this done.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay. Well, thank you, ma'am.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too. Bye-bye.