

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. You're speaking with, uh, Chiduoka Chama. Okay. How can I help you? Uh, so a quick question, Stephanie. I just wanted to know, um, I have been working for OnTrack, I think, uh, over a month now, just a little over a month. Um, and I had registered for the OnTrack medical insurance, uh- Mm-hmm. ... so I wanted to know when is it that I'm gonna get the card and if I am still enrolled in it? Okay. Yeah. Um, so I can look at that. I would just need the last four of your Social. Okay. Uh, that's 7740. Okay. Thank you. And then for security purposes, can you verify your full address as well as your date of birth? Um, my full address. Okay. My date of birth is the 3rd of February, 1995. And then my address, um, let me just... I don't know how to go about that. Okay. So my address is 26493 East University Drive, Aubrey, Texas with the ZIP code 76227. Apartment 1246. All right. Thank you. Is your phone number still the 469910788? Yes. Then I have your first name, last name @gmail.com. Is that still up to date? Yes. Okay. Thank you. So you are indeed enrolled. It looks like you enrolled for the dental plan and for the VIP standard plan. Um, so we're just waiting. So it looks like they still haven't done deductions. Once you see that first deduction, the following Monday is when your coverage becomes active. Mm-hmm. And, uh- So it looks like you haven't started doing your deductions yet. And, uh, how much is the deduction? So it's gonna be for \$21.29. Oh, okay. So I would be paying attention to your pay stubs, because once you see that first deduction of \$21.29 for your dental plan and for your VIP standard, the following Monday is when your coverage would be active. Oh. And then once that first week of your activation week, um, by that Friday is when you get your dental card. And then for your VIP standard card, they normally don't send those out to your address, but that first week that you have activation, you're welcome- Mm-hmm. ... to give us a call at this number, and we could request a physical one, um, to be made and sent out to you if you wish to have the medical card physically. Yeah. But you would have- So it's- ... to wait to be active for us to request it, okay? So now you're really- Right. ... just playing the waiting game. You're just waiting for them to start doing the deductions, um- Gotcha. ... 'cause you are enrolled, but it's not active because they still haven't been doing deductions out of your check. Gotcha. Oh, no worries. Thank you very much for your, uh, information. You're welcome. So I would just be, um, taking a look at your paycheck to see when they start doing that first deduction. And once they- Mm-hmm. ... do the very first one, the next Monday, the following Monday is when, um, your coverage is active. And then by that Monday you're welcome to give us a call and we could order that VIP standard card for you, but you would have- Gotcha. ... to be active, okay, for us to order it. Gotcha. No, thank you very much, ma'am. You're welcome. If you have any more questions, you're welcome to give us a call back. Uh, thank you very much. You have a good day. You

did too. Have a nice day. 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 in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi, Stephanie. You're speaking with, uh, Chiduoka Chama.

Speaker speaker_1: Okay. How can I help you?

Speaker speaker_2: Uh, so a quick question, Stephanie. I just wanted to know, um, I have been working for OnTrack, I think, uh, over a month now, just a little over a month. Um, and I had registered for the OnTrack medical insurance, uh-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... so I wanted to know when is it that I'm gonna get the card and if I am still enrolled in it?

Speaker speaker_1: Okay. Yeah. Um, so I can look at that. I would just need the last four of your Social.

Speaker speaker_2: Okay. Uh, that's 7740.

Speaker speaker_1: Okay. Thank you. And then for security purposes, can you verify your full address as well as your date of birth?

Speaker speaker_2: Um, my full address. Okay. My date of birth is the 3rd of February, 1995. And then my address, um, let me just... I don't know how to go about that. Okay. So my address is 26493 East University Drive, Aubrey, Texas with the ZIP code 76227. Apartment 1246.

Speaker speaker_1: All right. Thank you. Is your phone number still the 469910788?

Speaker speaker_2: Yes.

Speaker speaker_1: Then I have your first name, last name @gmail.com. Is that still up to date?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Thank you. So you are indeed enrolled. It looks like you enrolled for the dental plan and for the VIP standard plan. Um, so we're just waiting. So it looks like they still haven't done deductions. Once you see that first deduction, the following Monday is when your coverage becomes active.

Speaker speaker_2: Mm-hmm. And, uh-

Speaker speaker_1: So it looks like you haven't started doing your deductions yet.

Speaker speaker_2: And, uh, how much is the deduction?

Speaker speaker_1: So it's gonna be for \$21.29.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: So I would be paying attention to your pay stubs, because once you see that first deduction of \$21.29 for your dental plan and for your VIP standard, the following Monday is when your coverage would be active.

Speaker speaker_2: Oh.

Speaker speaker_1: And then once that first week of your activation week, um, by that Friday is when you get your dental card. And then for your VIP standard card, they normally don't send those out to your address, but that first week that you have activation, you're welcome-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... to give us a call at this number, and we could request a physical one, um, to be made and sent out to you if you wish to have the medical card physically.

Speaker speaker_2: Yeah.

Speaker speaker_1: But you would have-

Speaker speaker_2: So it's-

Speaker speaker_1: ... to wait to be active for us to request it, okay? So now you're really-

Speaker speaker_2: Right.

Speaker speaker_1: ... just playing the waiting game. You're just waiting for them to start doing the deductions, um-

Speaker speaker_2: Gotcha.

Speaker speaker_1: ... 'cause you are enrolled, but it's not active because they still haven't been doing deductions out of your check.

Speaker speaker_2: Gotcha. Oh, no worries. Thank you very much for your, uh, information.

Speaker speaker_1: You're welcome. So I would just be, um, taking a look at your paycheck to see when they start doing that first deduction. And once they-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... do the very first one, the next Monday, the following Monday is when, um, your coverage is active. And then by that Monday you're welcome to give us a call and we could order that VIP standard card for you, but you would have-

Speaker speaker_2: Gotcha.

Speaker speaker_1: ... to be active, okay, for us to order it.

Speaker speaker_2: Gotcha. No, thank you very much, ma'am.

Speaker speaker_1: You're welcome. If you have any more questions, you're welcome to give us a call back.

Speaker speaker_2: Uh, thank you very much. You have a good day.

Speaker speaker_1: You did too. Have a nice day.

Speaker speaker_2: Bye.