

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits and The Card. My name is Stephanie. How can I assist you? Hi, Stephanie. Uh, I'm trying to get access to my virtual healthcare. And I can't get into it. Okay. Um, which agency do you work for? MAU Workforce Solutions. And then what are the last four of your socials? 8014. And your first and last name? Brandon Shaw. For security purposes, can you verify your address and date of birth? It's 2279 North Hoggy Creek Drive, Layton, Utah 84040. And it's September 4th, 2004. 986-230-9941 is your phone number? Yeah. And then I have brandonshawh897@gmail.com. Is that correct? Yes. Okay, give me one second. And then you said you were trying to log in into your virtual healthcare? Yeah. Okay, give me one second. Okay. Okay. Thank you for your hold. So the reason why it's not working right now, I do see that you, um, inclu- you recently added the Insurplus Enhance to your plan. That one still hasn't gone into effect. You guys didn't charge me at all. So if you received a charge, most likely it's for next week's coverage, not for this week 'cause I'm looking at- Oh, all right. And then the, for this week, you still have only the MEC standalone group accident and business. They took, they took that out of my last. They gave that, they took that out of my pay for technically the last week. Wouldn't it be for this? Wouldn't it be effective once they take it out? I'm sorry, I'm having trouble hearing you. It sounds like you're like far away from the phone. Sorry, it's a brainstorm, so. Yeah, so... Uh, my phone's trying to dampen it all out, so. So if you see a, uh, they did a deduction of 41.31 for this week. Let's say for f- today's Friday. You see it today, the following Monday, which would be the 10th, is when that plan would become effective. Yeah, but they took... That, that was my work week for last week, but I got paid for this week. So for this week, it's only... This week's deduction was only 13.65 for this week. 'Cause I have a \$40 deduction, but the amount's for today. So most li- Yeah, so most likely that's for next week, not for this week. Okay. So that plan isn't active yet. Okay. And then you're welc-... Uh, an- and then you usually do, once you become a- active with that Insurplus 'cause the MEC- Well, you guys took it away randomly. ... doesn't have the first three. Uh, like I was using that program and all of a sudden, "Oh, you're not supposed to have this." You guys took it away. Yeah, so the, for this week, like I said, since that MEC plan doesn't cover it, cover that birth-

Conversation Format

Speaker speaker_1: Thank you for calling Benefits and The Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi, Stephanie. Uh, I'm trying to get access to my virtual healthcare. And I can't get into it.

Speaker speaker_1: Okay. Um, which agency do you work for?

Speaker speaker_2: MAU Workforce Solutions.

Speaker speaker_1: And then what are the last four of your socials?

Speaker speaker_2: 8014.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Brandon Shaw.

Speaker speaker_1: For security purposes, can you verify your address and date of birth?

Speaker speaker_2: It's 2279 North Hoggy Creek Drive, Layton, Utah 84040. And it's September 4th, 2004.

Speaker speaker_1: 986-230-9941 is your phone number?

Speaker speaker_2: Yeah.

Speaker speaker_1: And then I have brandonshawh897@gmail.com. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, give me one second. And then you said you were trying to log in into your virtual healthcare?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, give me one second. Okay. Okay. Thank you for your hold. So the reason why it's not working right now, I do see that you, um, inclu- you recently added the Insurplus Enhance to your plan. That one still hasn't gone into effect.

Speaker speaker_2: You guys didn't charge me at all.

Speaker speaker_1: So if you received a charge, most likely it's for next week's coverage, not for this week 'cause I'm looking at-

Speaker speaker_2: Oh, all right.

Speaker speaker_1: And then the, for this week, you still have only the MEC standalone group accident and business.

Speaker speaker_2: They took, they took that out of my last. They gave that, they took that out of my pay for technically the last week. Wouldn't it be for this? Wouldn't it be effective once they take it out?

Speaker speaker_1: I'm sorry, I'm having trouble hearing you. It sounds like you're like far away from the phone.

Speaker speaker_2: Sorry, it's a brainstorm, so.

Speaker speaker_1: Yeah, so...

Speaker speaker_2: Uh, my phone's trying to dampen it all out, so.

Speaker speaker_1: So if you see a, uh, they did a deduction of 41.31 for this week. Let's say for f- today's Friday. You see it today, the following Monday, which would be the 10th, is when that plan would become effective.

Speaker speaker_2: Yeah, but they took... That, that was my work week for last week, but I got paid for this week.

Speaker speaker_1: So for this week, it's only... This week's deduction was only 13.65 for this week.

Speaker speaker_2: 'Cause I have a \$40 deduction, but the amount's for today.

Speaker speaker_1: So most li- Yeah, so most likely that's for next week, not for this week.

Speaker speaker_2: Okay.

Speaker speaker_1: So that plan isn't active yet.

Speaker speaker_2: Okay.

Speaker speaker_1: And then you're welc-... Uh, an- and then you usually do, once you become a- active with that Insurplus 'cause the MEC-

Speaker speaker_2: Well, you guys took it away randomly.

Speaker speaker_1: ... doesn't have the first three.

Speaker speaker_2: Uh, like I was using that program and all of a sudden, "Oh, you're not supposed to have this." You guys took it away.

Speaker speaker_1: Yeah, so the, for this week, like I said, since that MEC plan doesn't cover it, cover that birth-