

## **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? Um, yes, I was just trying to get my insurance information. Okay. Yeah, I can help you. What staff and agency are you with? I'm with Focus Workforce Management. And what is the last four of your Social? 7237. Okay. For security purposes, do you mind verifying your address as well as your date of birth? My address is 1125 South Walnut Street, Apartment 101, Muncie, Indiana, 47302. My date of birth is 11/2/95. Okay. Is your phone number still listed 05-503-1167? Yes. Can I have your first name, last initial, 830@gmail.com as your email? Yes. Um, Aspen C., yes, that is correct. Okay. Um, can I put you in a brief hold while I send you that information to that email? Yes, that's fine. And then do you want me to send the three cards, the preventative dental and vision? Um, yes, please. Okay. And that will include my kids' information on it as well, correct? Yes. So I'm actually looking to see, and it looks like you still don't have active coverage. Okay. Well, I went and tried to pick up an, um, a prescription at Walgreens, and they said that my Medicaid won't let them bill it because I have a primary insurance that would be through you guys. So what I mean by you don't have active coverage is we still haven't received the deduction from your status. Okay. 'Cause today was the first check that I got that showed my insurance being withdrew. So that would probably be for next week, but, um, I wouldn't know that until Monday. Okay. Because for right now it's telling me that you don't have any active coverage, meaning we haven't received the deduction. Um, but if you're seeing that, it would probably be for next week's. But my insurance is going to affect in a week from today? Yes, but I wouldn't be 100% sure until next week, until I got, actually get into your phone next week. So for now, you don't have active coverage until we receive that deduction. So if you- Okay. ... would like, you're welcome to give us a call on Monday to see if we received it. Um, I'm not really sure when we might receive it, but you're welcome to give us a call if we have received it already. Okay. Um, so with Walgreens saying that, um, should I just wait then? So right now you don't have active coverage. So I can't tell you if you're gonna be covered or not. Okay, 'cause I have a Medicaid that I had pri- previously, but they said that since I am shown a primary, that they wouldn't be able to charge my insurance because of that. Yeah, I'm not really sure about that. I just know, like, I can really just give you the information that I am seeing. I'm not really allowed to give you, like, future information. Okay. Um, but I know right now you don't have active coverage and that's why you haven't received your, um, dental and vision. So once you see the very first deduction come out of your paycheck, the very following Monday is when you have active coverage. And then by that first week of your activation week, you get your cards either Thursday or Friday. Okay. That sounds good. I can just call back on Monday then. Yes, ma'am. So if you call back Monday, I would ask them, "Hey, can you please check to see if I have active coverage?" If you guys have received that deduction

and then we'll let you know we have received it or not. Um, if for some reason you call and they tell you that we haven't, but you saw that deduction, we'll probably get it later that day. That's why I'm not really s- like, if you call on Monday, I'm not really sure if we're gonna receive it by Monday. Okay. So I would just call Monday to see, um, if your coverage is already active. Okay. I can do that. Okay. Yes, ma'am. And then if it is, if you call Monday and they tell you, "Yes, you have active coverage," now, that Thursday or Friday, which would be the 12th or the 13th, you should be getting your dental and vision and your MEC card. Okay. Sounds good. Thank you. Yeah. You're welcome. Have a nice day. You too. 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: Um, yes, I was just trying to get my insurance information.

Speaker speaker\_1: Okay. Yeah, I can help you. What staff and agency are you with?

Speaker speaker\_2: I'm with Focus Workforce Management.

Speaker speaker\_1: And what is the last four of your Social?

Speaker speaker\_2: 7237.

Speaker speaker\_1: Okay. For security purposes, do you mind verifying your address as well as your date of birth?

Speaker speaker\_2: My address is 1125 South Walnut Street, Apartment 101, Muncie, Indiana, 47302. My date of birth is 11/2/95.

Speaker speaker\_1: Okay. Is your phone number still listed 05-503-1167?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Can I have your first name, last initial, 830@gmail.com as your email?

Speaker speaker\_2: Yes. Um, Aspen C., yes, that is correct.

Speaker speaker\_1: Okay. Um, can I put you in a brief hold while I send you that information to that email?

Speaker speaker\_2: Yes, that's fine.

Speaker speaker\_1: And then do you want me to send the three cards, the preventative dental and vision?

Speaker speaker\_2: Um, yes, please.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And that will include my kids' information on it as well, correct?

Speaker speaker\_1: Yes. So I'm actually looking to see, and it looks like you still don't have active coverage.

Speaker speaker\_2: Okay. Well, I went and tried to pick up an, um, a prescription at Walgreens, and they said that my Medicaid won't let them bill it because I have a primary insurance that would be through you guys.

Speaker speaker\_1: So what I mean by you don't have active coverage is we still haven't received the deduction from your status.

Speaker speaker\_2: Okay. 'Cause today was the first check that I got that showed my insurance being withdrew.

Speaker speaker\_1: So that would probably be for next week, but, um, I wouldn't know that until Monday.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Because for right now it's telling me that you don't have any active coverage, meaning we haven't received the deduction. Um, but if you're seeing that, it would probably be for next week's.

Speaker speaker\_2: But my insurance is going to affect in a week from today?

Speaker speaker\_1: Yes, but I wouldn't be 100% sure until next week, until I got, actually get into your phone next week. So for now, you don't have active coverage until we receive that deduction. So if you-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... would like, you're welcome to give us a call on Monday to see if we received it. Um, I'm not really sure when we might receive it, but you're welcome to give us a call if we have received it already.

Speaker speaker\_2: Okay. Um, so with Walgreens saying that, um, should I just wait then?

Speaker speaker\_1: So right now you don't have active coverage. So I can't tell you if you're gonna be covered or not.

Speaker speaker\_2: Okay, 'cause I have a Medicaid that I had pri- previously, but they said that since I am shown a primary, that they wouldn't be able to charge my insurance because of that.

Speaker speaker\_1: Yeah, I'm not really sure about that. I just know, like, I can really just give you the information that I am seeing. I'm not really allowed to give you, like, future information.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, but I know right now you don't have active coverage and that's why you haven't received your, um, dental and vision. So once you see the very first deduction

come out of your paycheck, the very following Monday is when you have active coverage. And then by that first week of your activation week, you get your cards either Thursday or Friday.

Speaker speaker\_2: Okay. That sounds good. I can just call back on Monday then.

Speaker speaker\_1: Yes, ma'am. So if you call back Monday, I would ask them, "Hey, can you please check to see if I have active coverage?" If you guys have received that deduction and then we'll let you know we have received it or not. Um, if for some reason you call and they tell you that we haven't, but you saw that deduction, we'll probably get it later that day. That's why I'm not really s- like, if you call on Monday, I'm not really sure if we're gonna receive it by Monday.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So I would just call Monday to see, um, if your coverage is already active.

Speaker speaker\_2: Okay. I can do that.

Speaker speaker\_1: Okay. Yes, ma'am. And then if it is, if you call Monday and they tell you, "Yes, you have active coverage," now, that Thursday or Friday, which would be the 12th or the 13th, you should be getting your dental and vision and your MEC card.

Speaker speaker\_2: Okay. Sounds good. Thank you.

Speaker speaker\_1: Yeah. You're welcome. Have a nice day.

Speaker speaker\_2: You too. Bye.