

Transcript: Estefania

Acevedo-5353687075045376-4927142732808192

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, my name's Laurie Spazita. I'm just calling to ask if I accurately, um, filled out the form and, and sent it to the right place? I'm so sorry, can you repeat that? I, I had trouble hearing you. Oh, I'm s- That's okay. I'm calling to ask if I accurately filled out my, um, form to apply for Benefits in a Card and if I sent it to the right email. Oh, okay. Um, so I don't have access to those emails, but I could check to see if we have a file for you. You said you work with OpsBoard? I'm with Nor Staffing Group, um, and it's... And we're connected to AmeriCorps. Okay, give me one second. Mm-hmm. Okay. And then what is the last four of your Social? Uh, 623. Okay. For security purposes, could you verify your address and date of birth? 365 11th Street. Mm-hmm. Brooklyn, New York, 11215, 12/05/1991. And then I have 347-543-8561 as your phone number? Yeah. Yeah. And then, I have laurie.your.lastname5@gmail.com. Is that up to date? Yep. Yep. Okay, yeah. So it looks like, um, yeah, you s- We went ahead and received that. You selected the Preventative Plan for employee only, term... I'm sorry, Dental for employee only, Term Life for employee only, Vision for employee only, and the VIP Classic for employee only for a total of \$46.87 weekly. Mm-hmm. Were you trying to add something else? Um- Or were you just trying to make sure that came through? I just wanna make sure it came through. I, I was just wondering is, is this the number I call to find out, like, what is covered? Yes. And then if you want, I can also send you the benefit guide. So that benefit guide has the plans that you selected with the prices to those plans and the services that it covers. Okay, yeah. Um, so I also... I'm... M- Might need a surgery, um, and I was wondering if that covers... Like, this plan covers that? Okay, so for your VIP Classic... Give me one second. Give me one second. I'll be right back. Can I put you in a brief hold while I pull it up? Sure. Mm-hmm. Thank you for your hor- Uh, Laurie, I went ahead and emailed that guide to you to your email on file. Um, I did pull it up and then for surgeries for the VIP Classic, let's see, that you selected, it says, "Surgery is covered up to the dollar amount shown in the enrollment guide, but if an amount differs depending on the plan you select." Um, I'm a little confused on what that means. Give me one second. Okay. ... Okay. So at the moment, we still don't have, um, that enrollment guide, so... Since we're still processing the merging of the agencies- Mm-hmm. Um, but you should be receiving one shortly from your staffing agency. Okay. So, so far I really only have this, but I know you guys are gonna receive one, um, from the staffing agency that you're with. Gotcha. Um, and a question, like, when I go to the doctor and ask if, um, I'm covered, do I say BenefitsMyCard, or is there another name y'all go by? So, you become, um, active once they do that first deduction from your paycheck that following Monday. Um, it just depends... So let's say you go for, like, a doctor visit because you're sick, for the VIP Classic, your term life, dental, those are the same carriers, so it would be APL, which is American Public Life, the carriers. And for your vision plan, it's gonna be MetLife, and with the NAC, it's

gonna be 90 Degrees. Um, but whenever you receive your card, that information's gonna be on that card. Okay. 'Cause we're just get health- 'cause benefits in the card is- Mm-hmm. ... for just the healthcare administrators. Oh, so..... So the actual carriers is, um- Mm-hmm. ... somebody else. Yeah. Yes. For health. Okay. Gotcha. Correct. Okay. Thank you so much. You're welcome. And if you have any questions, we're open from 8:00 AM up until 8:00 PM Eastern Time, okay? Okay, great. Thank you. You have a nice day. You too. Bye.

Conversation Format

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

Speaker speaker_1: Hi, my name's Laurie Spazita. I'm just calling to ask if I accurately, um, filled out the form and, and sent it to the right place?

Speaker speaker_0: I'm so sorry, can you repeat that? I, I had trouble hearing you.

Speaker speaker_1: Oh, I'm s- That's okay. I'm calling to ask if I accurately filled out my, um, form to apply for Benefits in a Card and if I sent it to the right email.

Speaker speaker_0: Oh, okay. Um, so I don't have access to those emails, but I could check to see if we have a file for you. You said you work with OpsBoard?

Speaker speaker_1: I'm with Nor Staffing Group, um, and it's... And we're connected to AmeriCorps.

Speaker speaker_0: Okay, give me one second.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. And then what is the last four of your Social?

Speaker speaker_1: Uh, 623.

Speaker speaker_0: Okay. For security purposes, could you verify your address and date of birth?

Speaker speaker_1: 365 11th Street.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Brooklyn, New York, 11215, 12/05/1991.

Speaker speaker_0: And then I have 347-543-8561 as your phone number?

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_0: And then, I have laurie.your.lastname5@gmail.com. Is that up to date?

Speaker speaker_1: Yep. Yep.

Speaker speaker_0: Okay, yeah. So it looks like, um, yeah, you s- We went ahead and received that. You selected the Preventative Plan for employee only, term... I'm sorry, Dental for employee only, Term Life for employee only, Vision for employee only, and the VIP Classic for employee only for a total of \$46.87 weekly.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Were you trying to add something else?

Speaker speaker_1: Um-

Speaker speaker_0: Or were you just trying to make sure that came through?

Speaker speaker_1: I just wanna make sure it came through. I, I was just wondering is, is this the number I call to find out, like, what is covered?

Speaker speaker_0: Yes. And then if you want, I can also send you the benefit guide. So that benefit guide has the plans that you selected with the prices to those plans and the services that it covers.

Speaker speaker_1: Okay, yeah. Um, so I also... I'm... M- Might need a surgery, um, and I was wondering if that covers... Like, this plan covers that?

Speaker speaker_0: Okay, so for your VIP Classic... Give me one second. Give me one second. I'll be right back. Can I put you in a brief hold while I pull it up?

Speaker speaker_1: Sure. Mm-hmm.

Speaker speaker_0: Thank you for your hor- Uh, Laurie, I went ahead and emailed that guide to you to your email on file. Um, I did pull it up and then for surgeries for the VIP Classic, let's see, that you selected, it says, "Surgery is covered up to the dollar amount shown in the enrollment guide, but if an amount differs depending on the plan you select."

Speaker speaker_1: Um, I'm a little confused on what that means.

Speaker speaker_0: Give me one second.

Speaker speaker_1: Okay.

Speaker speaker_0: ... Okay. So at the moment, we still don't have, um, that enrollment guide, so... Since we're still processing the merging of the agencies-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, but you should be receiving one shortly from your staffing agency.

Speaker speaker_1: Okay.

Speaker speaker_0: So, so far I really only have this, but I know you guys are gonna receive one, um, from the staffing agency that you're with.

Speaker speaker_1: Gotcha. Um, and a question, like, when I go to the doctor and ask if, um, I'm covered, do I say BenefitsMyCard, or is there another name y'all go by?

Speaker speaker_0: So, you become, um, active once they do that first deduction from your paycheck that following Monday. Um, it just depends... So let's say you go for, like, a doctor visit because you're sick, for the VIP Classic, your term life, dental, those are the same carriers, so it would be APL, which is American Public Life, the carriers. And for your vision plan, it's gonna be MetLife, and with the NAC, it's gonna be 90 Degrees. Um, but whenever you receive your card, that information's gonna be on that card.

Speaker speaker_1: Okay.

Speaker speaker_0: 'Cause we're just get health- 'cause benefits in the card is-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... for just the healthcare administrators.

Speaker speaker_1: Oh, so.....

Speaker speaker_0: So the actual carriers is, um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... somebody else.

Speaker speaker_1: Yeah.

Speaker speaker_0: Yes.

Speaker speaker_1: For health. Okay. Gotcha.

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: You're welcome. And if you have any questions, we're open from 8:00 AM up until 8:00 PM Eastern Time, okay?

Speaker speaker_1: Okay, great. Thank you.

Speaker speaker_0: You have a nice day.

Speaker speaker_1: You too. Bye.