

## **Transcript: Estefania**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Hello, Stephanie. I need my card, group number, and member ID. Okay. What staff and agency do you work for? Crockett. And then what are the last four of your Social? 5906. And your first and last name, please? Jordan-Jones. For security purposes, could you please verify your full address as well as your date of birth? 2846 Whispering Creek, Fresno, Texas 77545. Uh, date of birth, 11/17/91. Okay. Uh, is your phone number still the 893-5033? Yes, ma'am. And then I have walkerlabbrittane@yahoo.com. Is that up to date? Uh, yes. Uh, my phone is about to die. Can I have that member ID and group number real quick? So I, um, I would have to put you in a brief hold to go to that page and actually download it. Um, I can actually send you your card to your email file. Okay, but can we go ahead and try to get it if possible? Yes. Give me one second. Thank you. Mm-hmm. I'm putting you in a brief hold while I do that, okay? Okay, Mr. Jones. I went ahead and emailed you, um, your card to your email file. Do you mind verifying that you received it? It should come from an email that says info@benefitsontocard.com. Uh, I did not receive it. Um, did you also check your spam and your junk file? 'Cause sometimes it gets sent there. You should... A- I'm sorry, do you have the, do you have the member ID? Can you give it to me? Uh, yes. Give me one second. Let me... All right, let me know when you're ready. I'm ready. Okay, so your employee ID is the letter D, a- as in David, 4530 2662, again D as in dog, 45302 662. Okay. And then, I don't know if you want me to provide the group number. I'm not sure if you need that. Um, I can get it- Yeah, I need the group number. ... to you just in case. Uh, the group number is 9453. Okay. And then, it also shows me a payer ID number. Um, let me give you that just in case. That's number 64556. But I emailed you all this information so you should be getting this in a email as well. Um, I would just check your spam and your junk just in case, 'cause i- it did get sent to that email file. But those are th- the numbers. Okay. I don't know if that's the numbers that they re... Um, uh, as far as, uh, care, as far as, uh, doctor's visit, what does that cover? So you have the MEC Tele-RMH, which is your preventative plan. That plan is only for preventative services, meaning it's only gonna cover like one physical visit a year, some vaccinations, some STD and cancer screenings, and even some counseling. But the plan that you have doesn't cover doctor visits if you get sick, hospital visits if you get injured, urgent care, emergency room, nor surgeries. It's only for your preventative... Um, right now, it looks like they're within company open enrollment, meaning that you could add additional benefits. So if you don't like this plan, you could change it or add new plans. Um- And how long will it take to come into effect? But right now you are within... I'm sorry? H- how long will it take to come into effect? If you enroll into new plans? Yes. I- typically you have to allow your staffing agency one or two weeks for them to start doing the new deduction. Once, um, you see the first deduction, the following Monday of that

new deduction is when you have active coverage. But typically, you have to wait one or two weeks. Okay. But you are- I got it. ... within your company open enrollment period, which is a period that their employees can add additional plans. It looks like the last day that they have for company open enrollment would be January the 31st. That would be the- Okay. ... last day that you have to add new plans if you do want to add additional. And I don't know if you want me to send you the benefit guide to your email file. Um, just in case you want to look over the plans that they offer. I'm not sure how f- how long you have it on your, um, phone right now. Could you, uh, send it to, uh, my email? Um, can I have a re- Yeah. ... uh, a new extension? I can, yeah. And, um, two things. Can I get a, um, validation for parking and a pass for work? I need a pass for work, and then I do have the parking. Do I need to remind you of my parking number? Uh, I think... I think... \*\*\*\*\*. Um, yes, ma'am my email is jordan.aimhi@gmail.com. Okay. Do you want me to send, um, th- that card then?

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Hello, Stephanie. I need my card, group number, and member ID.

Speaker speaker\_1: Okay. What staff and agency do you work for?

Speaker speaker\_2: Crockett.

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

Speaker speaker\_2: 5906.

Speaker speaker\_1: And your first and last name, please?

Speaker speaker\_2: Jordan-Jones.

Speaker speaker\_1: For security purposes, could you please verify your full address as well as your date of birth?

Speaker speaker\_2: 2846 Whispering Creek, Fresno, Texas 77545. Uh, date of birth, 11/17/91.

Speaker speaker\_1: Okay. Uh, is your phone number still the 893-5033?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And then I have walkerlabbrittane@yahoo.com. Is that up to date?

Speaker speaker\_2: Uh, yes. Uh, my phone is about to die. Can I have that member ID and group number real quick?

Speaker speaker\_1: So I, um, I would have to put you in a brief hold to go to that page and actually download it. Um, I can actually send you your card to your email file.

Speaker speaker\_2: Okay, but can we go ahead and try to get it if possible?

Speaker speaker\_1: Yes. Give me one second.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Mm-hmm. I'm putting you in a brief hold while I do that, okay? Okay, Mr. Jones. I went ahead and emailed you, um, your card to your email file. Do you mind verifying that you received it? It should come from an email that says info@benefitsontocard.com.

Speaker speaker\_3: Uh, I did not receive it.

Speaker speaker\_1: Um, did you also check your spam and your junk file? 'Cause sometimes it gets sent there. You should... A-

Speaker speaker\_3: I'm sorry, do you have the, do you have the member ID? Can you give it to me?

Speaker speaker\_1: Uh, yes. Give me one second. Let me... All right, let me know when you're ready.

Speaker speaker\_3: I'm ready.

Speaker speaker\_1: Okay, so your employee ID is the letter D, a- as in David, 4530 2662, again D as in dog, 45302 662.

Speaker speaker\_3: Okay.

Speaker speaker\_1: And then, I don't know if you want me to provide the group number. I'm not sure if you need that. Um, I can get it-

Speaker speaker\_3: Yeah, I need the group number.

Speaker speaker\_1: ... to you just in case. Uh, the group number is 9453.

Speaker speaker\_3: Okay.

Speaker speaker\_1: And then, it also shows me a payer ID number. Um, let me give you that just in case. That's number 64556. But I emailed you all this information so you should be getting this in a email as well. Um, I would just check your spam and your junk just in case, 'cause i- it did get sent to that email file. But those are th- the numbers.

Speaker speaker\_3: Okay. I don't know if that's the numbers that they re... Um, uh, as far as, uh, care, as far as, uh, doctor's visit, what does that cover?

Speaker speaker\_1: So you have the MEC Tele-RMH, which is your preventative plan. That plan is only for preventative services, meaning it's only gonna cover like one physical visit a year, some vaccinations, some STD and cancer screenings, and even some counseling. But the plan that you have doesn't cover doctor visits if you get sick, hospital visits if you get injured, urgent care, emergency room, nor surgeries. It's only for your preventative... Um, right

now, it looks like they're within company open enrollment, meaning that you could add additional benefits. So if you don't like this plan, you could change it or add new plans. Um-

Speaker speaker\_3: And how long will it take to come into effect?

Speaker speaker\_1: But right now you are within... I'm sorry?

Speaker speaker\_3: H- how long will it take to come into effect?

Speaker speaker\_1: If you enroll into new plans?

Speaker speaker\_3: Yes.

Speaker speaker\_1: I- typically you have to allow your staffing agency one or two weeks for them to start doing the new deduction. Once, um, you see the first deduction, the following Monday of that new deduction is when you have active coverage. But typically, you have to wait one or two weeks.

Speaker speaker\_3: Okay.

Speaker speaker\_1: But you are-

Speaker speaker\_3: I got it.

Speaker speaker\_1: ... within your company open enrollment period, which is a period that their employees can add additional plans. It looks like the last day that they have for company open enrollment would be January the 31st. That would be the-

Speaker speaker\_3: Okay.

Speaker speaker\_1: ... last day that you have to add new plans if you do want to add additional. And I don't know if you want me to send you the benefit guide to your email file. Um, just in case you want to look over the plans that they offer. I'm not sure how f- how long you have it on your, um, phone right now.

Speaker speaker\_3: Could you, uh, send it to, uh, my email? Um, can I have a re-

Speaker speaker\_1: Yeah.

Speaker speaker\_3: ... uh, a new extension?

Speaker speaker\_4: I can, yeah.

Speaker speaker\_3: And, um, two things. Can I get a, um, validation for parking and a pass for work?

Speaker speaker\_4: I need a pass for work, and then I do have the parking. Do I need to remind you of my parking number?

Speaker speaker\_3: Uh, I think...

Speaker speaker\_4: I think... \*\*\*\*\*.

Speaker speaker\_3: Um, yes, ma'am my email is [jordan.aimhi@gmail.com](mailto:jordan.aimhi@gmail.com).

Speaker speaker\_1: Okay. Do you want me to send, um, th- that card then?