

Transcript: Francesca

Baez-6114143911329792-5320079486009344

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi, Friends- Francesca. I, um, just recently signed up for, um, the benefits again and, um, the lady that I talked to on the phone said that, um, the benefits would be, um, I guess, uh, in effect at some point after my first withdrawal from my check. But I didn't know the exact timeframe and so I was calling to see if maybe you could let me know. Sure thing. Let's take a look and see when it was processed, um, 'cause all enrollments take one to two weeks from the processing day- Okay. ... for you to see a first deduction. So that might help us narrow down that timeframe for you. What staffing company do you work with? Um, it's, uh, I think Hamilton Wilkers, the parent company, but Priority Personnel is the sister company. All right. And what are the last four of your social and the last name? Uh, 5627 and then my last name is Lane, L-A-N-E. Great. And then just to make sure that I am on the right account, could you verify your mailing address for me and date of birth? Sure. 519 Gooda Drive, New Braunfels, Texas 78130 and then, uh, 2/20/84. And I have that contact number down as 210-414-1662? Yes. And I have your email down at set-up.a4@me.com? Yes. That's correct. Let's see. Okay. So I do see here that the coverage change was initiated last Tuesday, seventh? Mm-hmm. So this Tuesday should have been roughly that one week. So if you do see that deduction on this week's paycheck, that means that by Monday 20th is when your bene- benefits will be effective. But if you do see it on the next following week, that 20th to 26th, that will mean the 27th will be when you become active. Okay. Okay. Gotcha. Yeah. It looked like they were probably pulled out, um, when I got paid yesterday, but I haven't been able to see a, a copy of my pay stub yet, so. Okay. So, so if it was this week, then Monday the 20th they're effective? So... Yes, ma'am. That is correct. Okay. And then will you guys be mailing me my cards? So both that dental and vision benefit cards are gonna be mailed out by your carriers Friday of your activation week. Usually we have access to that digital copy after Wednesday, um, of your... During that Wednesday, sorry, of your activation week. You are more than welcome to still call that Monday, Tuesday from when you become active. Um, it's just that it's more likely to be available to us by Wednesday, but we can still request it from the front office. If you have any appointments that might be coming up, just keep in mind that it does sometimes take them 24 to 48 business hours to get back with us to those benefit cards. Okay. So you don't mail the cards out directly, I'd have to call to get them mailed, you're saying? No, ma'am. The carriers will mail that out Friday of your activation week. Oh, okay. I'm saying in regards to the digital copy in the event that you need it. Oh, earlier then. Okay. Okay. Mm-hmm. And then, uh, Benefits in a Card, will send theirs as well at the same timeframe? I don't know, ma'am. Benefits in a Card is ours. We only administer the health insurance. You don't get a Benefit in a Card, card. That's just the name of the company. I know it's a little misleading. Um, but you'll

only be getting two hard copies, your vision and your dental card, which will be from your carriers, American Public Life and MetLife. Okay. So then how do I provide the Benefits in a Card information to medical providers? So we're not an account ad- I mean, we're not the carrier once again. We're an account administrator. Uh-huh. We don't play any part into your benefits. The only thing that we do is administer the services that your staffing company offers, um, which in a more simple terms, we're just customer service. We only enroll you- Right. ... into coverage and provide information. We don't own- Uh-huh. ... or offer any of the plans that you're enrolled into. Okay. But, uh, so I, so I guess just but for the medical piece to get like a, you know, benefits number and medical benefits information to give to my, um, my doctors, that was the one that I was asking about, that's not MetLife or, um, APL, right? It is, ma'am. What you're asking for is your benefit cards, which is what they're gonna mail about Friday of the activation week. I thought you said that was just dental and vision. Okay. Just to make sure that we're gonna be both on the same page, you only have dental and vision of what you requested to be enrolled into so you're gonna be receiving a dental and vision benefit card. That benefit card is the information that your providers or doctor's office are going to be requesting of you. Oh no, I requested for medical coverage too, and short-term disability and the mental health. You're still there? Yes, ma'am. I'm looking over the accounts to see why it's only showing me... Okay, I see why. So due to the fact that that is still a pending enrollment, that's why it was only showing the dental and the vision. The medical card is gonna be the same thing. That medical card should be the only benefit card that you should be receiving since you already had dental and vision. So your dental- Right. ... and vision, the same benefit cards you already have in hand, and then Friday will be activation day for the new policy. That's what will be sent out. The medical benefit card will be sent out Friday of the week that you become active. Okay. So then the medical benefits that are still pending, is the timeframe the same? So once I see them come out out of my check, it'll be the following Monday that they become active for the medical since... We've already talked about that before. Yes, ma'am. That is correct. Okay. Okay. Sounds good. Cool. Uh-huh. I appreciate it. Thank you so much. Of course. I do have to say that medical plan that you requested to be enrolled into has two different benefit cards. Mm-hmm. One of them is gonna be sent home to you. However, the other one, the hospital indemnity portion is gonna be sent via email in a digital copy. So the email we have on file, if you want a hard copy, just give us a call that activation week so we can request a hard copy to be mailed out. Okay. That's for... You're saying the, the digital copy will get, um, sent to me for the telehealth one, the me- the Rx one, the GoodRx or whatever? No, ma'am. So the virtual card that I'm talking about is for your hospital indemnity portion of that medical MEC plan. Oh, okay. Okay. Sounds good. Okay. Thank you so much. Of course. Was there anything else we can assist you with today? Uh, I don't think so. I hope you have a wonderful rest of your day and thank you for your time today. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good morning. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi, Friends- Francesca. I, um, just recently signed up for, um, the benefits again and, um, the lady that I talked to on the phone said that, um, the benefits would be, um, I guess, uh, in effect at some point after my first withdrawal from my check. But I didn't know the exact timeframe and so I was calling to see if maybe you could let me know.

Speaker speaker_1: Sure thing. Let's take a look and see when it was processed, um, 'cause all enrollments take one to two weeks from the processing day-

Speaker speaker_2: Okay.

Speaker speaker_1: ... for you to see a first deduction. So that might help us narrow down that timeframe for you. What staffing company do you work with?

Speaker speaker_2: Um, it's, uh, I think Hamilton Wilkers, the parent company, but Priority Personnel is the sister company.

Speaker speaker_1: All right. And what are the last four of your social and the last name?

Speaker speaker_2: Uh, 5627 and then my last name is Lane, L-A-N-E.

Speaker speaker_1: Great. And then just to make sure that I am on the right account, could you verify your mailing address for me and date of birth?

Speaker speaker_2: Sure. 519 Gooda Drive, New Braunfels, Texas 78130 and then, uh, 2/20/84.

Speaker speaker_1: And I have that contact number down as 210-414-1662?

Speaker speaker_2: Yes.

Speaker speaker_1: And I have your email down at set-up.a4@me.com?

Speaker speaker_2: Yes. That's correct.

Speaker speaker_1: Let's see. Okay. So I do see here that the coverage change was initiated last Tuesday, seventh?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So this Tuesday should have been roughly that one week. So if you do see that deduction on this week's paycheck, that means that by Monday 20th is when your bene- benefits will be effective. But if you do see it on the next following week, that 20th to 26th, that will mean the 27th will be when you become active.

Speaker speaker_2: Okay. Okay. Gotcha. Yeah. It looked like they were probably pulled out, um, when I got paid yesterday, but I haven't been able to see a, a copy of my pay stub yet, so. Okay. So, so if it was this week, then Monday the 20th they're effective? So...

Speaker speaker_1: Yes, ma'am. That is correct.

Speaker speaker_2: Okay. And then will you guys be mailing me my cards?

Speaker speaker_1: So both that dental and vision benefit cards are gonna be mailed out by your carriers Friday of your activation week. Usually we have access to that digital copy after Wednesday, um, of your... During that Wednesday, sorry, of your activation week. You are more than welcome to still call that Monday, Tuesday from when you become active. Um, it's just that it's more likely to be available to us by Wednesday, but we can still request it from the front office. If you have any appointments that might be coming up, just keep in mind that it does sometimes take them 24 to 48 business hours to get back with us to those benefit cards.

Speaker speaker_2: Okay. So you don't mail the cards out directly, I'd have to call to get them mailed, you're saying?

Speaker speaker_1: No, ma'am. The carriers will mail that out Friday of your activation week.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: I'm saying in regards to the digital copy in the event that you need it.

Speaker speaker_2: Oh, earlier then. Okay. Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And then, uh, Benefits in a Card, will send theirs as well at the same timeframe?

Speaker speaker_1: I don't know, ma'am. Benefits in a Card is ours. We only administer the health insurance. You don't get a Benefit in a Card, card. That's just the name of the company. I know it's a little misleading. Um, but you'll only be getting two hard copies, your vision and your dental card, which will be from your carriers, American Public Life and MetLife.

Speaker speaker_2: Okay. So then how do I provide the Benefits in a Card information to medical providers?

Speaker speaker_1: So we're not an account ad- I mean, we're not the carrier once again. We're an account administrator.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: We don't play any part into your benefits. The only thing that we do is administer the services that your staffing company offers, um, which in a more simple terms, we're just customer service. We only enroll you-

Speaker speaker_2: Right.

Speaker speaker_1: ... into coverage and provide information. We don't own-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... or offer any of the plans that you're enrolled into.

Speaker speaker_2: Okay. But, uh, so I, so I guess just but for the medical piece to get like a, you know, benefits number and medical benefits information to give to my, um, my doctors, that was the one that I was asking about, that's not MetLife or, um, APL, right?

Speaker speaker_1: It is, ma'am. What you're asking for is your benefit cards, which is what they're gonna mail about Friday of the activation week.

Speaker speaker_2: I thought you said that was just dental and vision.

Speaker speaker_1: Okay. Just to make sure that we're gonna be both on the same page, you only have dental and vision of what you requested to be enrolled into so you're gonna be receiving a dental and vision benefit card. That benefit card is the information that your providers or doctor's office are going to be requesting of you.

Speaker speaker_2: Oh no, I requested for medical coverage too, and short-term disability and the mental health. You're still there?

Speaker speaker_1: Yes, ma'am. I'm looking over the accounts to see why it's only showing me... Okay, I see why. So due to the fact that that is still a pending enrollment, that's why it was only showing the dental and the vision. The medical card is gonna be the same thing. That medical card should be the only benefit card that you should be receiving since you already had dental and vision. So your dental-

Speaker speaker_2: Right.

Speaker speaker_1: ... and vision, the same benefit cards you already have in hand, and then Friday will be activation day for the new policy. That's what will be sent out. The medical benefit card will be sent out Friday of the week that you become active.

Speaker speaker_2: Okay. So then the medical benefits that are still pending, is the timeframe the same? So once I see them come out out of my check, it'll be the following Monday that they become active for the medical since... We've already talked about that before.

Speaker speaker_1: Yes, ma'am. That is correct.

Speaker speaker_2: Okay. Okay. Sounds good. Cool.

Speaker speaker_1: Uh-huh.

Speaker speaker_2: I appreciate it. Thank you so much.

Speaker speaker_1: Of course. I do have to say that medical plan that you requested to be enrolled into has two different benefit cards.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: One of them is gonna be sent home to you. However, the other one, the hospital indemnity portion is gonna be sent via email in a digital copy. So the email we have on file, if you want a hard copy, just give us a call that activation week so we can request a hard copy to be mailed out.

Speaker speaker_2: Okay. That's for... You're saying the, the digital copy will get, um, sent to me for the telehealth one, the me- the Rx one, the GoodRx or whatever?

Speaker speaker_1: No, ma'am. So the virtual card that I'm talking about is for your hospital indemnity portion of that medical MEC plan.

Speaker speaker_2: Oh, okay. Okay. Sounds good. Okay. Thank you so much.

Speaker speaker_1: Of course. Was there anything else we can assist you with today?

Speaker speaker_2: Uh, I don't think so.

Speaker speaker_1: I hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker_2: You too. Bye-bye.