Transcript: Justin Mills-5051103449890816-4703803603075072

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How could I help you today? Hey, Justin. This is Leslie. I'm calling from the Division of Child Support in Rapid City, South Dakota. You guys had sent us a, a fax and a medical support form, but we didn't get both pages and I'm wondering if the other pages had something on it. It was like a front and back fax. What do you need from me to look it up? Um, honestly, I don't know the answer to that question. I mean, I can pull the member's file to see if the, the court order is on the file and possibly resend it to you. Um, what's the member's first and last name? It's Aspen Clark. And do you have their date of birth? Uh, yeah, I can get it. One second. Her date of birth is 11/2/'95. Let's see here. So it looks like it was only one page from what I can see. Okay. Um- I just wanted to make sure there wasn't a second page. Like, the bottom of it was marked that the date of coverage terminated 5/4/'25. Does that mean that the child, Silas, is still covered through all of May? Since it didn't end until May 4th, or how does that work? Um, so let's see. So it looks like the child would be covered for the medical until May 4th, yes. And then they switch to dental and vision starting May 5th, because it looks like the... Under the court order, it looks like it's just for medical. Um, give me one second. So for medical... Yeah, so it only looks like it, the court order was for medical. Uh, we did receive that termination letter, so they do have... So yes, last day of active coverage for the medical would be May 4th. Okay. But because it's already into May, like I know a lot of insurance companies cover the whole month of May. Is, is the child not covered the whole month of May for medical? No, ma'am. No, ma'am, because it's from May 4th coverage. Okay, but for dental and vision, the coverage still exists then? Correct. Okay. I just wanted to make sure that, um... Because we're actually issuing a credit per the order for the coverage that, um, is being kept. So let me see if I have the cost information right. I just had the total, 43.79 was the total weekly cost. Is that just for medical? Or was it- Um- ... I guess just for medical, or did that include the dental and vision too? So that included the dental and vision as well. Uh, the medical was $29.23. 29.23. Okay. So going forward after May 4th, I guess that's what, um, like just for the medical or the dental and vision would be the 29.23 as of May 4th? Um, after May 4th, dental and vision would be the... Would be $14.56. Oh, 14.56. Sorry, yep. Okay, perfect. And that's the weekly rate, right? Correct. Okay, thank you for your help. I appreciate it. You're welcome. You have a great day, okay? You too. Bye. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How could I help you today?

Speaker speaker_1: Hey, Justin. This is Leslie. I'm calling from the Division of Child Support in Rapid City, South Dakota. You guys had sent us a, a fax and a medical support form, but we didn't get both pages and I'm wondering if the other pages had something on it. It was like a front and back fax. What do you need from me to look it up?

Speaker speaker_0: Um, honestly, I don't know the answer to that question. I mean, I can pull the member's file to see if the, the court order is on the file and possibly resend it to you. Um, what's the member's first and last name?

Speaker speaker_1: It's Aspen Clark.

Speaker speaker_0: And do you have their date of birth?

Speaker speaker_1: Uh, yeah, I can get it. One second. Her date of birth is 11/2/'95.

Speaker speaker_0: Let's see here. So it looks like it was only one page from what I can see.

Speaker speaker_1: Okay.

Speaker speaker_0: Um-

Speaker speaker_1: I just wanted to make sure there wasn't a second page. Like, the bottom of it was marked that the date of coverage terminated 5/4/'25. Does that mean that the child, Silas, is still covered through all of May? Since it didn't end until May 4th, or how does that work?

Speaker speaker_0: Um, so let's see. So it looks like the child would be covered for the medical until May 4th, yes. And then they switch to dental and vision starting May 5th, because it looks like the... Under the court order, it looks like it's just for medical. Um, give me one second. So for medical... Yeah, so it only looks like it, the court order was for medical. Uh, we did receive that termination letter, so they do have... So yes, last day of active coverage for the medical would be May 4th.

Speaker speaker_1: Okay. But because it's already into May, like I know a lot of insurance companies cover the whole month of May. Is, is the child not covered the whole month of May for medical?

Speaker speaker_0: No, ma'am. No, ma'am, because it's from May 4th coverage.

Speaker speaker_1: Okay, but for dental and vision, the coverage still exists then?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. I just wanted to make sure that, um... Because we're actually issuing a credit per the order for the coverage that, um, is being kept. So let me see if I have the cost information right. I just had the total, 43.79 was the total weekly cost. Is that just for medical? Or was it-

Speaker speaker_0: Um-

Speaker speaker_1: ... I guess just for medical, or did that include the dental and vision too?

Speaker speaker_0: So that included the dental and vision as well. Uh, the medical was $29.23.

Speaker speaker_1: 29.23. Okay. So going forward after May 4th, I guess that's what, um, like just for the medical or the dental and vision would be the 29.23 as of May 4th?

Speaker speaker_0: Um, after May 4th, dental and vision would be the... Would be $14.56.

Speaker speaker_1: Oh, 14.56. Sorry, yep. Okay, perfect. And that's the weekly rate, right?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay, thank you for your help. I appreciate it.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too. Bye.

Speaker speaker_0: All right, bye-bye.