

Transcript: Justin

Mills-5071399989592064-6078116433018880

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, I was calling to find out about getting some, uh, my insurance card information. I haven't been sent it yet, and they had said it might be a 72-hour wait, and I was just trying to find out if I could get the number off of it. Yeah, let me check on that for you. What's the staffing agency you work for? ISS. It's for my hus- my husband, who's working for them. Now, are you listed on the policy with him? Yes. Okay. ISS, and the last four of his social? 9252. And what was his first and last name? Emanuel Fairs. And for security purposes, could you verify your home address and, or his home address, including city, state and zip code? Yep. 5491 Ridgefield Road, Red Bud, Illinois, 62278. And confirm his date of birth? 4/18/80. And a good telephone number to have for him is 618-612-6062? Yes. And his email is amymanny@icloud.com? Yes. Okay, so let's see here. So, checking the calendar, it looks like he became active in the employee plus spouse coverage this past Monday, the 17th, um, so you should be receiving physical ID cards, uh, for that early next week. However, I do see he does have a pending request in for enrollment for employee plus family coverage, so you should be experiencing deductions for that here soon. Um. Yes. But let me just- Yeah, i- it was taken out. Okay, so if it was taken out and we're waiting for ISS to send over that information so we can forward it to the, uh, insurance carrier. Um, as of right now, ID cards, let me place you on a brief hold to see if they have been generated for the employee plus spouse, um, and if so, I'll email them to you. But do you mind if I place you on a brief hold for a second? Yes, that's fine. Okay. Hello, are you still there? Yes. Awesome. Thank you so much for holding. So, it looks like when I went to go search up the ID cards, looks like the ID cards haven't been generated online just yet. Um, but I do know that it does take the insurance carrier at least 72 hours to generate policy numbers. Mm-hmm. So, that information would be generated by Thursday or Friday of this week. Okay. Um, like, can you get the numbers or anything like that, or...? Well, like I said, unfortunately, it takes the insurance carrier at least 72 hours to generate policy information, so that information wouldn't be generated until Thursday or Friday of this week. Okay. So, if I would go to, like, CommUNicare, does... Would they cover it for later, or...? Um, now, if you did go to a provider, you can have them call us at Benefits and a Card, and we can let them know, "Hey, this member is currently active and provide eligibility," and just let them know we're waiting for the insurance carrier to generate policy numbers for you. Okay. Um, so I just give them the phone number that I called you from, or...? Correct. Okay. Um... Okay. Is there anything else I can assist you with today? No, that's it. Thank you. You're welcome. You have a great day, okay? All right. You, too. Bye. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Yes, I was calling to find out about getting some, uh, my insurance card information. I haven't been sent it yet, and they had said it might be a 72-hour wait, and I was just trying to find out if I could get the number off of it.

Speaker speaker_0: Yeah, let me check on that for you. What's the staffing agency you work for?

Speaker speaker_1: ISS. It's for my hus- my husband, who's working for them.

Speaker speaker_0: Now, are you listed on the policy with him?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. ISS, and the last four of his social?

Speaker speaker_1: 9252.

Speaker speaker_0: And what was his first and last name?

Speaker speaker_1: Emanuel Fairs.

Speaker speaker_0: And for security purposes, could you verify your home address and, or his home address, including city, state and zip code?

Speaker speaker_1: Yep. 5491 Ridgfield Road, Red Bud, Illinois, 62278.

Speaker speaker_0: And confirm his date of birth?

Speaker speaker_1: 4/18/80.

Speaker speaker_0: And a good telephone number to have for him is 618-612-6062?

Speaker speaker_1: Yes.

Speaker speaker_0: And his email is amymanny@icloud.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let's see here. So, checking the calendar, it looks like he became active in the employee plus spouse coverage this past Monday, the 17th, um, so you should be receiving physical ID cards, uh, for that early next week. However, I do see he does have a pending request in for enrollment for employee plus family coverage, so you should be experiencing deductions for that here soon. Um.

Speaker speaker_1: Yes.

Speaker speaker_0: But let me just-

Speaker speaker_1: Yeah, i- it was taken out.

Speaker speaker_0: Okay, so if it was taken out and we're waiting for ISS to send over that information so we can forward it to the, uh, insurance carrier. Um, as of right now, ID cards, let me place you on a brief hold to see if they have been generated for the employee plus spouse, um, and if so, I'll email them to you. But do you mind if I place you on a brief hold for a second?

Speaker speaker_1: Yes, that's fine.

Speaker speaker_0: Okay. Hello, are you still there?

Speaker speaker_1: Yes.

Speaker speaker_0: Awesome. Thank you so much for holding. So, it looks like when I went to go search up the ID cards, looks like the ID cards haven't been generated online just yet. Um, but I do know that it does take the insurance carrier at least 72 hours to generate policy numbers.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So, that information would be generated by Thursday or Friday of this week.

Speaker speaker_1: Okay. Um, like, can you get the numbers or anything like that, or...?

Speaker speaker_0: Well, like I said, unfortunately, it takes the insurance carrier at least 72 hours to generate policy information, so that information wouldn't be generated until Thursday or Friday of this week.

Speaker speaker_1: Okay. So, if I would go to, like, CommUNicare, does... Would they cover it for later, or...?

Speaker speaker_0: Um, now, if you did go to a provider, you can have them call us at Benefits and a Card, and we can let them know, "Hey, this member is currently active and provide eligibility," and just let them know we're waiting for the insurance carrier to generate policy numbers for you.

Speaker speaker_1: Okay. Um, so I just give them the phone number that I called you from, or...?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. Um... Okay.

Speaker speaker_0: Is there anything else I can assist you with today?

Speaker speaker_1: No, that's it. Thank you.

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

Speaker speaker_1: All right. You, too. Bye.

Speaker speaker_0: All right, bye-bye.