

Transcript: Justin

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Full Transcript

This is Justin. How can I help you today? Hey. Uh, um, I'm just realizing that half of the benefits I signed up for did not get recorded. Um, so I wanted to check in on one. And I just spoke to someone a little bit ago. She said there's a card that's supposed to be coming to my email. I'm not sure which one that was supposed to be, but... Um, and she was checking on my dental, vision, and all the other things I elected that's not showing up in my account. But with that being said, um, I did sign up for Insure Plus Premier and I'm being billed for it. Do... Is that a different card that's supposed to come than the card with, like, a bunch of stuff on it? Um, well, let me try pulling your file and see what's going on. What's the staffing agency you work for? Creative Circle. And the last four of your Social? 2182. And what was your first and last name? China Van Dyke. And for security purposes, could you verify your home address, including city, state and zip code? Sure. 25 Grand Street, Apartment 135, Norwalk, Connecticut 06851. And your date of birth? 3/17/82. And a good telephone number to have is 203-572-2499. Yeah. And the email I have is china.vandyke@gmail? Yep. Okay, so let's see here. Let's see what's going on. 20, 7... Okay, so you stated that you enrolled yourself into the dental term life vision bundle, but you're not seeing it? Bundle, the illness, accident, and I was told she's not seeing it in my account. I looked at my paystub. It doesn't look like I'm being billed for it, so something happened on the sign-up that it didn't record. I know the exact amount. I was supposed to be, like, \$77 a week 'cause I was supposed to be taking out and I agreed to it, and then nothing's here. Okay. But you have those deductions coming off your paycheck, correct? No, I do not. That's m- the issue. It looks like I'm not signed up when I know I did, 'cause I checked it, like, three times. I'm very careful about this stuff. I'm sorry I'm frustrated and it's not your fault at all. I totally understand, because looking at the Audit tab, the only thing that I'm seeing where you accessed the account is where you update, Updated Demographic, Edit Coverage Details, and you enrolled coverage into the current offering, which was the Insure Plus Premier and the MEC TeleRX. I mean, I could have my IT department- Yeah. ... look into it. I saved it with everything on there. W- didn't change the screen. Went back, checked it. Had the estimate at, like, 70 again, 77 days. It doesn't matter, it's not there anymore, so I guess I'm just trying to move on. I just saw that, that it wasn't done, so missed out on coverage for a year. Not your fault. Mine, I guess. Um, more than anything, I guess I have a question between... The card says, "Preventative services only," but then I have Insure Plus Premier, so I guess I'm just trying to understand the difference and if I need a different card to access that benefit. What's the dif- the cut- difference here, by anything? Yeah, so the preventative service card is for your MEC TeleRX medical plan. However, I can possibly email the correct, uh, other medical ID card that covers your hospitals, doctors, and medications. It should say APL on it. Yeah, I don't have that. You don't have that? Okay. Well, bear with me one second, okay? Thanks. Hello, Chyna. You still there? Yeah. Awesome.

Thank you so much for holding. So, I went ahead and emailed you your other medical ID card, so the email we have on file. The email that you should look out for will be coming from info, and that's I-N-F-O, @benefitsandcard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder to be on the safe side. Okay? Thanks. Do you mind if we hold till I see my other email- No, of course not. ... that just came through? Okay. So, what is the difference in these cards, then? So, the one that I just emailed you covers your hospitals, doctors, and medications. Um, the physical one that says preventative services only is for preventative services only, so like your physicals, diabetes screenings, vaccinations, yearly exams, Pap smears, mammograms, stuff like that. Okay. So, when I look for a provider, I need to be using which card? Um, depends on what services you're wanting to go for. Um, if you're wanting preventative services, you would show them that MEC TeleRx card. Um, but if you're going to a hospital or a doctor or picking up medication, you would show them that ID card I emailed you. Okay. All right. I appreciate your help. Thank you. You're welcome. You have a great day, okay? You too. Bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: This is Justin. How can I help you today?

Speaker speaker_1: Hey. Uh, um, I'm just realizing that half of the benefits I signed up for did not get recorded. Um, so I wanted to check in on one. And I just spoke to someone a little bit ago. She said there's a card that's supposed to be coming to my email. I'm not sure which one that was supposed to be, but... Um, and she was checking on my dental, vision, and all the other things I elected that's not showing up in my account. But with that being said, um, I did sign up for Insure Plus Premier and I'm being billed for it. Do... Is that a different card that's supposed to come than the card with, like, a bunch of stuff on it?

Speaker speaker_0: Um, well, let me try pulling your file and see what's going on. What's the staffing agency you work for?

Speaker speaker_1: Creative Circle.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 2182.

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

Speaker speaker_1: China Van Dyke.

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

Speaker speaker_1: Sure. 25 Grand Street, Apartment 135, Norwalk, Connecticut 06851.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 3/17/82.

Speaker speaker_0: And a good telephone number to have is 203-572-2499.

Speaker speaker_1: Yeah.

Speaker speaker_0: And the email I have is china.vandyke@gmail?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay, so let's see here. Let's see what's going on. 20, 7... Okay, so you stated that you enrolled yourself into the dental term life vision bundle, but you're not seeing it?

Speaker speaker_1: Bundle, the illness, accident, and I was told she's not seeing it in my account. I looked at my paystub. It doesn't look like I'm being billed for it, so something happened on the sign-up that it didn't record. I know the exact amount. I was supposed to be, like, \$77 a week 'cause I was supposed to be taking out and I agreed to it, and then nothing's here.

Speaker speaker_0: Okay. But you have those deductions coming off your paycheck, correct?

Speaker speaker_1: No, I do not. That's m- the issue. It looks like I'm not signed up when I know I did, 'cause I checked it, like, three times. I'm very careful about this stuff. I'm sorry I'm frustrated and it's not your fault at all.

Speaker speaker_0: I totally understand, because looking at the Audit tab, the only thing that I'm seeing where you accessed the account is where you update, Updated Demographic, Edit Coverage Details, and you enrolled coverage into the current offering, which was the Insure Plus Premier and the MEC TeleRX. I mean, I could have my IT department-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... look into it.

Speaker speaker_1: I saved it with everything on there. W- didn't change the screen. Went back, checked it. Had the estimate at, like, 70 again, 77 days. It doesn't matter, it's not there anymore, so I guess I'm just trying to move on. I just saw that, that it wasn't done, so missed out on coverage for a year. Not your fault. Mine, I guess. Um, more than anything, I guess I have a question between... The card says, "Preventative services only," but then I have Insure Plus Premier, so I guess I'm just trying to understand the difference and if I need a different card to access that benefit. What's the dif- the cut- difference here, by anything?

Speaker speaker_0: Yeah, so the preventative service card is for your MEC TeleRX medical plan. However, I can possibly email the correct, uh, other medical ID card that covers your hospitals, doctors, and medications. It should say APL on it.

Speaker speaker_1: Yeah, I don't have that.

Speaker speaker_0: You don't have that? Okay. Well, bear with me one second, okay?

Speaker speaker_1: Thanks.

Speaker speaker_0: Hello, Chyna. You still there?

Speaker speaker_2: Yeah.

Speaker speaker_0: Awesome. Thank you so much for holding. So, I went ahead and emailed you your other medical ID card, so the email we have on file. The email that you should look out for will be coming from info, and that's I-N-F-O, @benefitsandcard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder to be on the safe side. Okay?

Speaker speaker_2: Thanks. Do you mind if we hold till I see my other email-

Speaker speaker_0: No, of course not.

Speaker speaker_2: ... that just came through? Okay. So, what is the difference in these cards, then?

Speaker speaker_0: So, the one that I just emailed you covers your hospitals, doctors, and medications. Um, the physical one that says preventative services only is for preventative services only, so like your physicals, diabetes screenings, vaccinations, yearly exams, Pap smears, mammograms, stuff like that.

Speaker speaker_2: Okay. So, when I look for a provider, I need to be using which card?

Speaker speaker_0: Um, depends on what services you're wanting to go for. Um, if you're wanting preventative services, you would show them that MEC TeleRx card. Um, but if you're going to a hospital or a doctor or picking up medication, you would show them that ID card I emailed you.

Speaker speaker_2: Okay. All right. I appreciate your help. Thank you.

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

Speaker speaker_2: You too. Bye.

Speaker speaker_0: All right. Bye-bye.