

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi, this is Tanisha Johnson. I called yesterday, and I'm, and I was supposed to get a email with my, um, insurance card on it for my health insurance. And I, and it's, um, the insurance started today and I still haven't got the insurance card. Okay. And who do you work for? Wagner. Can I have the last four digits of your Social? 5695. Your first and last name. Tanisha Johnson. Miss Johnson, for security reasons, just to make sure we are in the correct file, can we please verify your complete address and date of birth? 6001 Thompson Road, Apartment 614, Macon, Georgia, 31220, July 16th, 1981. Thank you for the information. We have a telephone number on file Which is 478-765-5157. 57... Yes. And your email is there a- JerelleTan-JerelleTanisha@gmail.com. Okay, just bear with me. And it was your vision and medical card. I got vision. I just don't have the medical. But when, when you, when they send you the... You never got the email yesterday? Did you check your, your spam and junk mail? Yeah. Uh, she told me that it wasn't ready yesterday, so she said- Oh. ... that she was gonna check today. So, 'cause it was gonna start today anyway. Okay. So s- if the benefits started yesterday, yes, sometimes we, they not available. They only have probably the policy number, but I will double-check today if they are available, just to make sure that- They better be available 'cause they already done started taking money out my check, and I did this on the 13th. It is the 27th, 28th- Ma'am, it's- I... Huh? Okay. So- Yeah. I don't know if when you enrolled, they explained to you the process of the, um, of the enrollment and how long it takes for the ID card to arrive- Look, any other, listen, any other insurance company, any other insurance I've got, they, I have a card before they start taking the money out. So she said that- Okay. Are you, are you aware that these are not... ... she said that they were- That these are not, that these are not like major insurance? I'm just trying to explain to you- Well- ... why I look up the ID card. Okay. So why an ID card ain't... Um, 'cause she said I was gon', I could get a, um, y'all could give me the, um, member number and stuff like that, and it was gonna be today. Okay. I'm looking for the information, but I'm just explaining to you that sometimes it's not up to us, it's up to the carrier. We are now the carrier, which is, uh, the administrator of the health insurance for your company, so- Mm-hmm. ... if, if, you know, it's not like up to us if the benefits, if ID card, you know, is generated in the system or not. But I'm, I'm waiting- Mm-hmm. ... for the system to pull it up. And like I said- You know. ... um, these, um, insurance are not like the major insurance. They have to- Well, it show, it show the same price as the major insurers that I've been paying at other jobs. For VIP \$90. And that's what I normally pay when- You went over the- Huh? See, you went over the benefit guide when you enrolled. Well, I ain't, when I enrolled, I ain't even look at the benefits thing. I just told them to give, give me the highest one they had. Okay. But I looked at it yesterday and I seen, I seen it or whatever. 'Cause I, I got some insurance with y'all, and then I got some insurance with

another company. And I paid \$419 for that insurance today, and I got my card today, and the insurance don't start til tomorrow. So, uh, um, I'm a, let's see here. So I'm sending you your medical card. Mm-hmm. Check your spam and junk mail. Oh, God. It might go there. It's coming in from info, uh, Benefits in a Card. And- When they, when she signed it to me yesterday, it just went to my regular primary. Well, I'm sorry. I n- I don't have no control over that, ma'am. I'm just saying- No, I'm saying, um, when, um, she sent me the, um, whatchamacallit card, it came straight, um, to my primary card. Now, this, I can turn over it. I ain't got it yet. I just sent that out. Okay. I got it. All right. Anything else I can do for you? No, that's all I needed. All right. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, this is Tanisha Johnson. I called yesterday, and I'm, and I was supposed to get a email with my, um, insurance card on it for my health insurance. And I, and it's, um, the insurance started today and I still haven't got the insurance card.

Speaker speaker_0: Okay. And who do you work for?

Speaker speaker_1: Wagner.

Speaker speaker_0: Can I have the last four digits of your Social?

Speaker speaker_1: 5695.

Speaker speaker_0: Your first and last name.

Speaker speaker_1: Tanisha Johnson.

Speaker speaker_0: Miss Johnson, for security reasons, just to make sure we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker_1: 6001 Thompson Road, Apartment 614, Macon, Georgia, 31220, July 16th, 1981.

Speaker speaker_0: Thank you for the information. We have a telephone number on file Which is 478-765-5157.

Speaker speaker_1: 57... Yes.

Speaker speaker_0: And your email is there a-

Speaker speaker_1: JerelleTan- JerelleTanisha@gmail.com.

Speaker speaker_0: Okay, just bear with me. And it was your vision and medical card.

Speaker speaker_1: I got vision. I just don't have the medical.

Speaker speaker_0: But when, when you, when they send you the... You never got the email yesterday? Did you check your, your spam and junk mail?

Speaker speaker_1: Yeah. Uh, she told me that it wasn't ready yesterday, so she said-

Speaker speaker_0: Oh.

Speaker speaker_1: ... that she was gonna check today. So, 'cause it was gonna start today anyway.

Speaker speaker_0: Okay. So s- if the benefits started yesterday, yes, sometimes we, they not available. They only have probably the policy number, but I will double-check today if they are available, just to make sure that-

Speaker speaker_1: They better be available 'cause they already done started taking money out my check, and I did this on the 13th. It is the 27th, 28th-

Speaker speaker_0: Ma'am, it's-

Speaker speaker_1: I... Huh?

Speaker speaker_0: Okay. So-

Speaker speaker_1: Yeah.

Speaker speaker_0: I don't know if when you enrolled, they explained to you the process of the, um, of the enrollment and how long it takes for the ID card to arrive-

Speaker speaker_1: Look, any other, listen, any other insurance company, any other insurance I've got, they, I have a card before they start taking the money out. So she said that-

Speaker speaker_0: Okay. Are you, are you aware that these are not...

Speaker speaker_1: ... she said that they were-

Speaker speaker_0: That these are not, that these are not like major insurance? I'm just trying to explain to you-

Speaker speaker_1: Well-

Speaker speaker_0: ... why I look up the ID card.

Speaker speaker_1: Okay. So why an ID card ain't... Um, 'cause she said I was gon', I could get a, um, y'all could give me the, um, member number and stuff like that, and it was gonna be today.

Speaker speaker_0: Okay. I'm looking for the information, but I'm just explaining to you that sometimes it's not up to us, it's up to the carrier. We are now the carrier, which is, uh, the administrator of the health insurance for your company, so-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... if, if, you know, it's not like up to us if the benefits, if ID card, you know, is generated in the system or not. But I'm, I'm waiting-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... for the system to pull it up. And like I said-

Speaker speaker_1: You know.

Speaker speaker_0: ... um, these, um, insurance are not like the major insurance. They have to-

Speaker speaker_1: Well, it show, it show the same price as the major insurers that I've been paying at other jobs. For VIP \$90. And that's what I normally pay when-

Speaker speaker_0: You went over the-

Speaker speaker_1: Huh?

Speaker speaker_0: See, you went over the benefit guide when you enrolled.

Speaker speaker_1: Well, I ain't, when I enrolled, I ain't even look at the benefits thing. I just told them to give, give me the highest one they had.

Speaker speaker_0: Okay.

Speaker speaker_1: But I looked at it yesterday and I seen, I seen it or whatever. 'Cause I, I got some insurance with y'all, and then I got some insurance with another company. And I paid \$419 for that insurance today, and I got my card today, and the insurance don't start til tomorrow.

Speaker speaker_0: So, uh, um, I'm a, let's see here. So I'm sending you your medical card.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Check your spam and junk mail.

Speaker speaker_1: Oh, God.

Speaker speaker_0: It might go there. It's coming in from info, uh, Benefits in a Card. And-

Speaker speaker_1: When they, when she signed it to me yesterday, it just went to my regular primary.

Speaker speaker_0: Well, I'm sorry. I n- I don't have no control over that, ma'am. I'm just saying-

Speaker speaker_1: No, I'm saying, um, when, um, she sent me the, um, whatchamacallit card, it came straight, um, to my primary card. Now, this, I can turn over it. I ain't got it yet.

Speaker speaker_0: I just sent that out.

Speaker speaker_1: Okay. I got it.

Speaker speaker_0: All right. Anything else I can do for you?

Speaker speaker_1: No, that's all I needed.

Speaker speaker_0: All right. Thank you.