

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? Hey, Pamela. I'm trying to get insurance. Um, just started my job. This is like my second week, and I need to go ahead and sign up for it. Who do you work for, sir? Uh, it's Wagner Staffing. Okay. And ma- I have you last, four digits of the Social so I can pull up your file. 0184. 0184. And your first and last name? Gerardo Gonzalez. And you said the last four 0184? Of my Social, right? Yes. Yeah, 0184. And you said Wagner, Wagner? Wagner Staffing. Okay, so let's try one more time, because we have not received yet your information from Wagner. Um, and you said you started last week? Yeah, I, I started on Tuesday, was my first day. Mm-hmm. So we have not received the, the information yet from them. You might receive it tomorrow or the day after. So sorry. Now, we could go ahead and create a file for you if you're willing to provide the personal information and if you know what you would like to enroll to for your group- Um... ... members. So if I went go ahead and create a file, I would just have to call back and then just get it set up pretty much? No, if you know what you would like to enroll to, I could go ahead and set it up for you now. But you said, uh, you haven't- ... received the information from Ra- Wagner though, yeah right- yeah, right? I know. So, um, you could also go online and- I, I, I'd rather talk to somebody because- Mm-hmm. ... I'm, I'm just not 100% sure with insurance and I'd rather ask questions than read it 'cause- Okay. Yeah. It's okay. It's okay, no problem. These are insurance that are not like major insurance. So let's create- Yeah, but it was a little bit tricky. I just want something that, that will be able to cover me and my little girl. So let's create your file. Mm-hmm. And then we take, we take it from there, with the, whatever you decide to enroll. This time I'm gonna need the whole Social Security Number. Uh, 621-56-0184. Okay, I'm gonna read it back to you to make sure I have it correct. 621-56-0184. Yes. All right, and I'm gonna need, once again, your first and last name. Gerardo, G-E-R-A-R-D-O. Gonzalez, G-O-N-Z-A-L-E-Z. Okay, Gonzale... Yeah. And your date of birth, sir? Um, 08/08/14/1990. Okay. We're gonna need a mailing address. It's 3528 Gilland, G-I-L-L-E-L-A-N-D, it's Gilland. Extension, Ext. Number four. Number four. Okay. And what's the city? Gainesville, Georgia 30507. 30507? Mm-hmm. Okay. . So 9822 Gainesville... All right. Is the telephone number, where you're calling from has a number to reach you? Yes, ma'am. Okay. 89365201. Yes. Now, do you have an email? It's gonzalez, G-O-N-Z-A-L-E-Z, 4377@yahoo.com. Okay. Have you seen the Benefit Guide? Uh, yeah. Um, the offer? A little bit. I've seen a little bit of it. Um, I know you guys have like three tiers, the Stay Healthy, the VIP class and the VIP Pro. Mm-hmm. So what's, like, the difference of them? That's what I don't quite understand. Yeah. So between the VIP Classic and the VIP Pro, the difference will be the amount you will be paying per paycheck, and then th- the amount that insurance going to cover for your benefits. For example, the VIP Classic, if you want to go see a doctor's office, the insurance is going to cover \$50 towards the visit and you will have four visits per

year. And the VIP Pro, they will cover \$150 a day, maximum four days as well. Now to stay healthy, it's just a preventive care plan. Um, the way it works, you are responsible to pay for the doctor's visit. The insurance gonna cover the actual procedures. Let's say you need to, um, do your physical, cholesterol screening, diabetes. Let's say for your child, you said that you want her on your, your public benefits, she'll get, like, immunizations, um... How old is your child? She's five. So she will get all the treatment that little kids need. And- That's when you say the Stay Healthy one or the Classic? Yes. That will be the Stay Healthy. That's the difference between them. The Stay Healthy, you cannot use it in a hospital or emergency room, but the VIP Classic and VIP Pro, you can. Now if you want more coverage, you could combine the Stay Healthy with any of the VIP. Um, the VIP... I'm sorry, go ahead. No, no, go ahead. Please go ahead. The VIP Classic, does that cover, like, any type of, like, if she needs to go to the doctor's for, like, uh, mental health services? For, for that, you will have to get the behavioral health, which is a- a- a- an option that you have. You will pay a hund- \$1.38. Extra? And... Yes, that's an, uh, option that you have to add to, you know. Same thing with dental, vision, and this is, um, the service is virtual. I gotcha. So the VIP Classic does not include the dental and vision either? No. How much is dental and vision? Okay. Um, so the prices I'm going to give you will be for you and your child, or just for you- Okay. ... with the dental? So for dental, for employee only, it's \$3.38. And for you and the child will be \$8.92. Vision for employee only is \$1.99. Employee plus child, it will be \$4.57. Okay. The VIP, um, let's see, Classic is \$18.55 employee only, and then with the child is \$28.48. Pro is \$37.83 for employee only, and for you and the child will be \$62.24. Uh, the Stay Healthy, employee only is \$14.01 and for you and the child will be \$19.60. These prices are weekly. Okay. Um... So the, the benefit guide that you w- uh, I mean, sorry, where you got to see the, the benefits, is it a PDF file or a pamphlet? It's like a, it's like a little booklet. 'Cause if you, since you, you do have 30 days from your paycheck to enroll also, let's see, I could send you a complete guide. Uh, in there you will be able to see, um, what the all the plans cover and how much they're going to be paying towards the- the benefits. They also have a plan called the MDP Plan. That's more towards the traditional, but it does have a really high deductible that you have to meet before you, um, they start covering 100%. What's the... How much is that one? Uh, for employee and child will be \$900.49 per month. The deductible, um, is 6500. Okay. Um, all right, I think for right now... So let's say, um, we go ahead and create a plan and then once you guys get the information, do you guys automatically put it in the system, or do I have to call back and kind of confirm all that? No, if you tell me what you want, let's say now- Now. ... I can go ahead and do you. You still have, um, 30 days to make changes after your first paycheck. Cool. That's fine. But that's why- All right. ... like I s-... edit the file. Mm-hmm. I could email you the benefit guide. You could go over every- um, everything and give us a call back and enroll. And you could also do it online if you would like. Um, so if- if I get the VIP Classic, uh, employee and child, and then let's say I wanna do like the behavioral health, can I just do employee or do I have to do the employee and child? For the behavioral health also? Yeah. Oh, no, you can mix and match. Do the behavioral health by, by- for- just for you, and then do the medical for you and the child. All right, yeah, let's, let's do that. Let's go ahead and set that up. Uh, I wanna- And sometimes it's the classic? Yes. And behavioral health? Yes. And I wanna do the life insurance. For employee only? Yes. Okay. Anything else? Uh, I think that's... Uh, yeah, I think that's it for now. Okay. So the premium will be \$31.82. Um, so. And that's weekly, right? Yes. Okay. Now I'm gonna need the child's first name. Lucy. L-U-C-Y. L-U-C-Y? Okay.

Mm-hmm. Same last name, Gonzalez? It's Lucy Marie Gonzalez. By any chance you have a Social? Um, yeah, I think I have it somewhere, give me one second. It's 04383- Hold on, hold on, I'm sorry. Zero, 043- ... 833570. Yes. Thank you, and the date of birth? It's 05/11/20. Okay. You want her to be your beneficiary for the life insurance? I, yes. How much is the life insurance? \$20,000.00. Oh, okay. And there's an additional \$20,000.00 for AD&D.; What is that, what does that mean? I'm sorry. Say if you got into an accident and you lost any of your limb or got dismembered, insurance will pay \$20,000.00. Extra? Yes. Okay, so now the benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be authorized to generate in the system, will be mailed out to you within seven to, seven to... Sorry, 10:00 to 7:00 this... Uh, so sorry. Seven to 10:00 business days? And then now your medical card, you will receive it to your email. If you need a physical, you could reach out to us after the benefits are active and we could request one for you. All right, see? And I'm gonna email you how to set up your benefits for the behavioral health online. Mm-hmm. But you have to wait until the benefits are active to do so. To do the mental health one. Yes, because- And, and- ... if you do it now. Can I get a little more info on that mental one? What does- exactly does that cover? It's for, um... Give me one second. Yes, it's here. I'm gonna send you anyway, the benefit guide so you can go over it as well. That's what- Mm-hmm. ... you can get more information there. Okay. Yeah. So them emails coming in from info@benefitsinacard. So I'm, I'm sending you two separate emails. On the benefit guide, you will find all your carriers. When you go online is... Register for your behavioral health. Even though if- if you're not- you can't register at this time, you'll be able to see all the information there. Okay, sounds good. Mm-hmm..... But like I said, it's everything is virtual with, um, the behavioral health. And let us see here.... here. If I'm able to tell you what the page that you could go.... for, um, the behavioral health, you have access 24/7 for 365 days. Um, no co-pay or fee. Like I said, um, services are available by phone or video, video crisis support, comprehensive res- as- assessment. 100% follow-up with original counselor, plus number referral, um, parenting issue. You're gonna be on... Th- that information you're going to find it on page nine of your benefit guide. The telephone number where you could call and get more information as well. You said page nine? Yes. Well, it's on the benefit guide that I sent you. Oh, okay. In- in email. It's a PDF file. We don't... We... That's a- another department that will be able... 'Cause like we only administrate the health ins- insurance. Mm-hmm. For every plan that you take, you have a different, um, carrier. And they are the one that will be able to give you more information regarding the private plan. All right? Let's see here. Anything else I can do for you sir? I'm trying to find my benefit guide but... Check your spam and junk mail. The email might go there. It's coming from info@benefitcentercard. Yeah, I have it but every time I click on it, it- it's- it's asking me to sign up or sign in. On the email? Um, thank you for choosing Genesis- It's a PDF file. Take a look way on- at the end of the page because it's a PDF file. It shouldn't tell you to log into anything. That's weird. I'm not seeing a PDF file. Remember, I sent you two different, um, email. One is for the regis- to register for the behavioral health and the other one is the benefit guide. Oh, yes, yes. Um, I guess I didn't get the benefit guide one. I got the behavioral health one. Right. Let's see. My system is a little slow maybe, but I will se- I will resend it. If you don't mind. No, sure. See... But yeah, that- that would be all. Thank you so much for your help. Yeah. Keep in mind that your medical card, it will go to your email as well. It will be coming in from APL when the benefits become effective, right? Sounds good. Thank you so much. No problem. So you got

the email? Um... I did resend it. You should be getting it. Yeah, I got it now. Thank you so much. All right. Thank you for giving us a call today. Have a fabulous rest of the day, sir. You too. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hey, Pamela. I'm trying to get insurance. Um, just started my job. This is like my second week, and I need to go ahead and sign up for it.

Speaker speaker_0: Who do you work for, sir?

Speaker speaker_1: Uh, it's Wagner Staffing.

Speaker speaker_0: Okay. And ma- I have you last, four digits of the Social so I can pull up your file.

Speaker speaker_1: 0184.

Speaker speaker_0: 0184. And your first and last name?

Speaker speaker_1: Gerardo Gonzalez.

Speaker speaker_0: And you said the last four 0184?

Speaker speaker_1: Of my Social, right?

Speaker speaker_0: Yes.

Speaker speaker_1: Yeah, 0184.

Speaker speaker_0: And you said Wagner, Wagner?

Speaker speaker_1: Wagner Staffing.

Speaker speaker_0: Okay, so let's try one more time, because we have not received yet your information from Wagner. Um, and you said you started last week?

Speaker speaker_1: Yeah, I, I started on Tuesday, was my first day.

Speaker speaker_0: Mm-hmm. So we have not received the, the information yet from them. You might receive it tomorrow or the day after. So sorry. Now, we could go ahead and create a file for you if you're willing to provide the personal information and if you know what you would like to enroll to for your group-

Speaker speaker_1: Um...

Speaker speaker_0: ... members.

Speaker speaker_1: So if I went go ahead and create a file, I would just have to call back and then just get it set up pretty much?

Speaker speaker_0: No, if you know what you would like to enroll to, I could go ahead and set it up for you now.

Speaker speaker_1: But you said, uh, you haven't- ... received the information from Ra-Wagner though, yeah right- yeah, right?

Speaker speaker_0: I know. So, um, you could also go online and-

Speaker speaker_1: I, I, I'd rather talk to somebody because-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... I'm, I'm just not 100% sure with insurance and I'd rather ask questions than read it 'cause-

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: It's okay. It's okay, no problem. These are insurance that are not like major insurance. So let's create-

Speaker speaker_1: Yeah, but it was a little bit tricky. I just want something that, that will be able to cover me and my little girl.

Speaker speaker_0: So let's create your file.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then we take, we take it from there, with the, whatever you decide to enroll. This time I'm gonna need the whole Social Security Number.

Speaker speaker_1: Uh, 621-56-0184.

Speaker speaker_0: Okay, I'm gonna read it back to you to make sure I have it correct. 621-56-0184.

Speaker speaker_1: Yes.

Speaker speaker_0: All right, and I'm gonna need, once again, your first and last name.

Speaker speaker_1: Gerardo, G-E-R-A-R-D-O. Gonzalez, G-O-N-Z-A-L-E-Z.

Speaker speaker_0: Okay, Gonzale... Yeah. And your date of birth, sir?

Speaker speaker_1: Um, 08/08/14/1990.

Speaker speaker_0: Okay. We're gonna need a mailing address.

Speaker speaker_1: It's 3528 Gilland, G-I-L-L-E-L-A-N-D, it's Gilland. Extension, Ext. Number four.

Speaker speaker_0: Number four. Okay. And what's the city?

Speaker speaker_1: Gainesville, Georgia 30507.

Speaker speaker_0: 30507?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. . So 9822 Gainesville... All right. Is the telephone number, where you're calling from has a number to reach you?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. 89365201.

Speaker speaker_1: Yes.

Speaker speaker_0: Now, do you have an email?

Speaker speaker_1: It's gonzalez, G-O-N-Z-A-L-E-Z, 4377@yahoo.com.

Speaker speaker_0: Okay. Have you seen the Benefit Guide?

Speaker speaker_1: Uh, yeah.

Speaker speaker_0: Um, the offer?

Speaker speaker_1: A little bit. I've seen a little bit of it. Um, I know you guys have like three tiers, the Stay Healthy, the VIP class and the VIP Pro.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So what's, like, the difference of them? That's what I don't quite understand.

Speaker speaker_0: Yeah. So between the VIP Classic and the VIP Pro, the difference will be the amount you will be paying per paycheck, and then th- the amount that insurance going to cover for your benefits. For example, the VIP Classic, if you want to go see a doctor's office, the insurance is going to cover \$50 towards the visit and you will have four visits per year. And the VIP Pro, they will cover \$150 a day, maximum four days as well. Now to stay healthy, it's just a preventive care plan. Um, the way it works, you are responsible to pay for the doctor's visit. The insurance gonna cover the actual procedures. Let's say you need to, um, do your physical, cholesterol screening, diabetes. Let's say for your child, you said that you want her on your, your public benefits, she'll get, like, immunizations, um... How old is your child?

Speaker speaker_1: She's five.

Speaker speaker_0: So she will get all the treatment that little kids need. And-

Speaker speaker_1: That's when you say the Stay Healthy one or the Classic?

Speaker speaker_0: Yes. That will be the Stay Healthy. That's the difference between them. The Stay Healthy, you cannot use it in a hospital or emergency room, but the VIP Classic and VIP Pro, you can. Now if you want more coverage, you could combine the Stay Healthy with

any of the VIP.

Speaker speaker_1: Um, the VIP... I'm sorry, go ahead.

Speaker speaker_0: No, no, go ahead. Please go ahead.

Speaker speaker_1: The VIP Classic, does that cover, like, any type of, like, if she needs to go to the doctor's for, like, uh, mental health services?

Speaker speaker_0: For, for that, you will have to get the behavioral health, which is a- a- a- an option that you have. You will pay a hund- \$1.38.

Speaker speaker_1: Extra?

Speaker speaker_0: And... Yes, that's an, uh, option that you have to add to, you know. Same thing with dental, vision, and this is, um, the service is virtual.

Speaker speaker_1: I gotcha. So the VIP Classic does not include the dental and vision either?

Speaker speaker_0: No.

Speaker speaker_1: How much is dental and vision?

Speaker speaker_0: Okay. Um, so the prices I'm going to give you will be for you and your child, or just for you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... with the dental? So for dental, for employee only, it's \$3.38. And for you and the child will be \$8.92. Vision for employee only is \$1.99. Employee plus child, it will be \$4.57.

Speaker speaker_1: Okay.

Speaker speaker_0: The VIP, um, let's see, Classic is \$18.55 employee only, and then with the child is \$28.48. Pro is \$37.83 for employee only, and for you and the child will be \$62.24. Uh, the Stay Healthy, employee only is \$14.01 and for you and the child will be \$19.60. These prices are weekly.

Speaker speaker_1: Okay. Um...

Speaker speaker_0: So the, the benefit guide that you w- uh, I mean, sorry, where you got to see the, the benefits, is it a PDF file or a pamphlet?

Speaker speaker_1: It's like a, it's like a little booklet.

Speaker speaker_0: 'Cause if you, since you, you do have 30 days from your paycheck to enroll also, let's see, I could send you a complete guide. Uh, in there you will be able to see, um, what the all the plans cover and how much they're going to be paying towards the- the benefits. They also have a plan called the MDP Plan. That's more towards the traditional, but it does have a really high deductible that you have to meet before you, um, they start covering 100%.

Speaker speaker_1: What's the... How much is that one?

Speaker speaker_0: Uh, for employee and child will be \$900.49 per month. The deductible, um, is 6500.

Speaker speaker_1: Okay. Um, all right, I think for right now... So let's say, um, we go ahead and create a plan and then once you guys get the information, do you guys automatically put it in the system, or do I have to call back and kind of confirm all that?

Speaker speaker_0: No, if you tell me what you want, let's say now-

Speaker speaker_1: Now.

Speaker speaker_0: ... I can go ahead and do you. You still have, um, 30 days to make changes after your first paycheck.

Speaker speaker_1: Cool. That's fine.

Speaker speaker_0: But that's why-

Speaker speaker_1: All right.

Speaker speaker_0: ... like I s-... edit the file.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: I could email you the benefit guide. You could go over every- um, everything and give us a call back and enroll. And you could also do it online if you would like.

Speaker speaker_1: Um, so if- if I get the VIP Classic, uh, employee and child, and then let's say I wanna do like the behavioral health, can I just do employee or do I have to do the employee and child?

Speaker speaker_0: For the behavioral health also?

Speaker speaker_1: Yeah.

Speaker speaker_0: Oh, no, you can mix and match. Do the behavioral health by, by- for- just for you, and then do the medical for you and the child.

Speaker speaker_1: All right, yeah, let's, let's do that. Let's go ahead and set that up. Uh, I wanna-

Speaker speaker_0: And sometimes it's the classic?

Speaker speaker_1: Yes.

Speaker speaker_0: And behavioral health?

Speaker speaker_1: Yes. And I wanna do the life insurance.

Speaker speaker_0: For employee only?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Anything else?

Speaker speaker_1: Uh, I think that's... Uh, yeah, I think that's it for now.

Speaker speaker_0: Okay. So the premium will be \$31.82. Um, so.

Speaker speaker_1: And that's weekly, right?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay.

Speaker speaker_0: Now I'm gonna need the child's first name.

Speaker speaker_1: Lucy. L-U-C-Y.

Speaker speaker_0: L-U-C-Y? Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Same last name, Gonzalez?

Speaker speaker_1: It's Lucy Marie Gonzalez.

Speaker speaker_0: By any chance you have a Social?

Speaker speaker_1: Um, yeah, I think I have it somewhere, give me one second. It's 04383-

Speaker speaker_0: Hold on, hold on, I'm sorry. Zero, 043-

Speaker speaker_1: ... 833570.

Speaker speaker_0: Yes. Thank you, and the date of birth?

Speaker speaker_1: It's 05/11/20.

Speaker speaker_0: Okay. You want her to be your beneficiary for the life insurance?

Speaker speaker_1: I, yes. How much is the life insurance?

Speaker speaker_0: \$20,000.00.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: And there's an additional \$20,000.00 for AD&D.;

Speaker speaker_1: What is that, what does that mean? I'm sorry.

Speaker speaker_0: Say if you got into an accident and you lost any of your limb or got dismembered, insurance will pay \$20,000.00.

Speaker speaker_1: Extra?

Speaker speaker_0: Yes. Okay, so now the benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be authorized to generate in the system, will be mailed out to you within seven to, seven to... Sorry, 10:00 to

7:00 this... Uh, so sorry.

Speaker speaker_1: Seven to 10:00 business days?

Speaker speaker_0: And then now your medical card, you will receive it to your email. If you need a physical, you could reach out to us after the benefits are active and we could request one for you. All right, see? And I'm gonna email you how to set up your benefits for the behavioral health online.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: But you have to wait until the benefits are active to do so.

Speaker speaker_1: To do the mental health one.

Speaker speaker_0: Yes, because-

Speaker speaker_1: And, and-

Speaker speaker_0: ... if you do it now.

Speaker speaker_1: Can I get a little more info on that mental one? What does- exactly does that cover?

Speaker speaker_0: It's for, um... Give me one second. Yes, it's here. I'm gonna send you anyway, the benefit guide so you can go over it as well. That's what-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... you can get more information there.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah. So them emails coming in from info@benefitsinacard. So I'm, I'm sending you two separate emails. On the benefit guide, you will find all your carriers. When you go online is... Register for your behavioral health. Even though if- if you're not- you can't register at this time, you'll be able to see all the information there.

Speaker speaker_1: Okay, sounds good.

Speaker speaker_0: Mm-hmm..... But like I said, it's everything is virtual with, um, the behavioral health. And let us see here.... here. If I'm able to tell you what the page that you could go.... for, um, the behavioral health, you have access 24/7 for 365 days. Um, no co-pay or fee. Like I said, um, services are available by phone or video, video crisis support, comprehensive res- as- assessment. 100% follow-up with original counselor, plus number referral, um, parenting issue. You're gonna be on... Th- that information you're going to find it on page nine of your benefit guide. The telephone number where you could call and get more information as well.

Speaker speaker_1: You said page nine?

Speaker speaker_0: Yes. Well, it's on the benefit guide that I sent you.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: In- in email. It's a PDF file. We don't... We... That's a- another department that will be able... 'Cause like we only administrate the health ins- insurance.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: For every plan that you take, you have a different, um, carrier. And they are the one that will be able to give you more information regarding the private plan. All right?

Speaker speaker_1: Let's see here.

Speaker speaker_0: Anything else I can do for you sir?

Speaker speaker_1: I'm trying to find my benefit guide but...

Speaker speaker_0: Check your spam and junk mail. The email might go there. It's coming from info@benefitcentercard.

Speaker speaker_1: Yeah, I have it but every time I click on it, it- it's- it's asking me to sign up or sign in.

Speaker speaker_0: On the email?

Speaker speaker_1: Um, thank you for choosing Genesis-

Speaker speaker_0: It's a PDF file. Take a look way on- at the end of the page because it's a PDF file. It shouldn't tell you to log into anything.

Speaker speaker_1: That's weird. I'm not seeing a PDF file.

Speaker speaker_0: Remember, I sent you two different, um, email. One is for the regis- to register for the behavioral health and the other one is the benefit guide.

Speaker speaker_1: Oh, yes, yes. Um, I guess I didn't get the benefit guide one. I got the behavioral health one.

Speaker speaker_0: Right. Let's see. My system is a little slow maybe, but I will se- I will resend it.

Speaker speaker_1: If you don't mind.

Speaker speaker_0: No, sure. See...

Speaker speaker_1: But yeah, that- that would be all. Thank you so much for your help.

Speaker speaker_0: Yeah. Keep in mind that your medical card, it will go to your email as well. It will be coming in from APL when the benefits become effective, right?

Speaker speaker_1: Sounds good. Thank you so much.

Speaker speaker_0: No problem. So you got the email?

Speaker speaker_1: Um...

Speaker speaker_0: I did resend it. You should be getting it.

Speaker speaker_1: Yeah, I got it now. Thank you so much.

Speaker speaker_0: All right. Thank you for giving us a call today. Have a fabulous rest of the day, sir.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.