

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Um, Nicholas Vance. And how can I assist you? Um, I work for, uh, MAU and... slash AFL. And I didn't g-... Uh, on, on, I applied for my bene-... Uh, medical stuff. My, um, my med-... Uh, I haven't even gotten it in the... I ain't ever got the card yet. I haven't got it in the mail yet. So, your medical card will go to your email. They don't send out physicals for, um, medical cards right a-... uh, at the beginning. You can request them, but they, they send out virtual copies to your email. Oh. Um, can you send it to my emails? Yeah, I can get you another copy sent. What's the name of the staff? You said you work with MAU? Yes, ma'am. And the last four digits of your Social? 2027. Nicholas Vance. All righty. And if you can verify your address and date of birth for me? Uh, 1040 Moore Street, Gree-... Uh, Cecilville, South Carolina. Area code is 29-60... six-... 610. Got it? Yes. And your date of birth? Ma'am? Ma'am? It's 2-9-8-8-1- Your date of birth. Uh-huh. Oh, date of birth. Hot doggy. Um, 2-11-83. All righty. And I have your phone number as 631-6313. Yes, ma'am. And I have your email address as nvance245@gmail.com? Yes, ma'am. Hello? Yes, ma'am. Is that your email address? Nvance245@gmail.com? Yes. Yes, ma'am. Yes, ma'am. So, taking a look at your account, your coverage isn't active yet. The deductions haven't started. You are enrolled, you just haven't... They haven't started deductions. Oh. Okay. I thought... How old are you? So, once they start those deductions the next Monday... Um, it usually takes one to two weeks from the date of enrollment. Let me take a look when your enrollment was processed. Uh, it looks like your enrollment was processed on the 8th of this month, so it takes... It usually takes one to two weeks. Um, it's been a little longer than that. You can always speak to your staff at EDC and see, um, w- why the deductions haven't began 'cause we're not... We don't have access to payroll. But we're just waiting on deductions. Okay. Oh, I got a question. What do I have on my, um... What all do I have? You have, um, InsurePlus Basics which is your medical, dental, short-term disability, vision, critical illness, group accident which is additional coverage to your medical, preventative health, behavioral and mental health and identity theft protection. And how much that all be? \$44.61 a week. Oh, okay. So, you said \$46 a week? Mm-hmm. And w-... W-... Uh, we do Blue Cross Blue Shield, right? No, the medical, den-... And dental are through American Public Life and vision is through MetLife. Okay. 'Cause I'm looking. I'm looking in the mail like, "Man, *****!" See, my insurance here. Yeah, once you see the next... The first deduction the next weekend, the next day of the next week, your medical will go to your email and your vision and dental will go to your residence. Okay, thank you. No problem. Thanks so much for calling. You have a great day. Hey, oh, another thing, um, is it... At MAU they send me like that or y'all send me that? What, the cards? Yes, ma'am. The cards will come from the insurance carriers. Oh, okay. Thank you. Thank you. No problem. And I gotta, I forgot a- Thanks so much for calling. And I gotta call them and get it

activated and all that good stuff? No, sir. Once you see that first deduction, the next Monday you're, you're active. Okay, thank you. No problem. Have a great day. You too.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Um, Nicholas Vance.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I work for, uh, MAU and... slash AFL. And I didn't g-... Uh, on, on, I applied for my bene-... Uh, medical stuff. My, um, my med-... Uh, I haven't even gotten it in the... I ain't ever got the card yet. I haven't got it in the mail yet.

Speaker speaker_0: So, your medical card will go to your email. They don't send out physicals for, um, medical cards right a-... uh, at the beginning. You can request them, but they, they send out virtual copies to your email.

Speaker speaker_1: Oh. Um, can you send it to my emails?

Speaker speaker_0: Yeah, I can get you another copy sent. What's the name of the staff? You said you work with MAU?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: 2027. Nicholas Vance.

Speaker speaker_0: All righty. And if you can verify your address and date of birth for me?

Speaker speaker_1: Uh, 1040 Moore Street, Gree-... Uh, Cecilville, South Carolina. Area code is 29-60... six-... 610. Got it?

Speaker speaker_0: Yes. And your date of birth?

Speaker speaker_1: Ma'am? Ma'am? It's 2-9-8-8-1-

Speaker speaker_0: Your date of birth. Uh-huh.

Speaker speaker_1: Oh, date of birth. Hot doggy. Um, 2-11-83.

Speaker speaker_0: All righty. And I have your phone number as 631-6313.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as nvance245@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Hello?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Is that your email address? Nvance245@gmail.com?

Speaker speaker_1: Yes. Yes, ma'am. Yes, ma'am.

Speaker speaker_0: So, taking a look at your account, your coverage isn't active yet. The deductions haven't started. You are enrolled, you just haven't... They haven't started deductions.

Speaker speaker_1: Oh. Okay. I thought...

Speaker speaker_2: How old are you?

Speaker speaker_0: So, once they start those deductions the next Monday... Um, it usually takes one to two weeks from the date of enrollment. Let me take a look when your enrollment was processed. Uh, it looks like your enrollment was processed on the 8th of this month, so it takes... It usually takes one to two weeks. Um, it's been a little longer than that. You can always speak to your staff at EDC and see, um, w- why the deductions haven't began 'cause we're not... We don't have access to payroll. But we're just waiting on deductions.

Speaker speaker_1: Okay. Oh, I got a question. What do I have on my, um... What all do I have?

Speaker speaker_0: You have, um, InsurePlus Basics which is your medical, dental, short-term disability, vision, critical illness, group accident which is additional coverage to your medical, preventative health, behavioral and mental health and identity theft protection.

Speaker speaker_1: And how much that all be?

Speaker speaker_0: \$44.61 a week.

Speaker speaker_1: Oh, okay. So, you said \$46 a week?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And w-... W-... Uh, we do Blue Cross Blue Shield, right?

Speaker speaker_0: No, the medical, den-... And dental are through American Public Life and vision is through MetLife.

Speaker speaker_1: Okay. 'Cause

Speaker speaker_3: I'm looking. I'm looking in the mail like, "Man, *****!" See, my insurance here.

Speaker speaker_0: Yeah, once you see the next... The first deduction the next weekend, the next day of the next week, your medical will go to your email and your vision and dental will go to your residence.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem. Thanks so much for calling. You have a great day.

Speaker speaker_1: Hey, oh, another thing, um, is it... At MAU they send me like that or y'all send me that?

Speaker speaker_0: What, the cards?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: The cards will come from the insurance carriers.

Speaker speaker_1: Oh, okay. Thank you. Thank you.

Speaker speaker_0: No problem.

Speaker speaker_3: And I gotta, I forgot a-

Speaker speaker_0: Thanks so much for calling.

Speaker speaker_3: And I gotta call them and get it activated and all that good stuff?

Speaker speaker_0: No, sir. Once you see that first deduction, the next Monday you're, you're active.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem. Have a great day.

Speaker speaker_1: You too.