

Transcript: Pearl

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Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. And who did I say I was speaking with? Um, this is Joanne and I am just calling to change or update some of my benefits for Benefits in a Card. I work for Noor Staffing Group. Okay. And what are the last four digits of your social? Um, 7226. And date of birth. Sorry, you just cut out really fast. Um, what was the last question you asked? Address and date of birth. Address is 3149 Broadway, Apartment 7, um, New York, New York 10027. And date of birth is December 4th, 1999. Okay, can I have your phone number as 415-305-2658? Yep. All righty. And what are you wanting to update today? So, I just wanted to double check 'cause I submitted a new form but I never got a response back. So I just wanted to make sure, um, or I just wanted to double check what was, what do I currently have on my plan right now? Is it just the MEC stand alone? Um, and are there add- additional benefits attached currently? So currently you're enrolled in the MEC *f*? Just preventive health, dental, vision and behavioral health. Okay. So I am enrolled in all those? Yes, you are enrolled. At the moment, you don't have active coverage. Um... When, um, should it be active? Well, it looks like you were active one week in February from the 17th to the 23rd, then you were inactive for a week. Then, we have a... the 3rd to the 5th of March that they are trying to fix. It looks like it's not reconciled. Um, let me give me one moment to take a look and see if there's any notes. So usually it takes one to two weeks to process. Okay. And your form was received and processed on the 26th of February, so it should take one to two weeks for them to, to get those deductions started. Okay. Yeah, so I see it on my payroll for, yeah, um, for the duc- the deductions are already taken from my payroll which is why I was just calling to make sure, um, the coverage was going through. Um, is there... So I recently had, um, a dental appointment and a vision appointment. Is there a way I could send over, um, the billable items, um, to get that reimbursed? Or is that- What was the date of service on those appointments? Sorry, what was that? What was the date of service on those appointments? Um, let me look back. So, let's see. Sorry, I'm just pulling up all the, the forms right now. Um, vision, they'll both be this past week so, um, date of service was 3/8/25. Okay, so March 8th. Yeah. Um, okay, give me one moment. That date, it's not... Your coverage isn't inactive, but it's not active either. It's kind of in between- Okay. ... the process. Let me tell you in brief what's supposed to be done when that occurs. Okay. And I'll be right back with you. All right. Thank you. Thank you so much for holding, Ms. Um... So, last week, there was a issue with your deduction, that's why you're not active, but you're not inactive either. What I'm gonna do and then- Okay. ... this... And then this week, you said you'd seen the deductions. Did you see the deduction last week or do you see no- it currently for this week as well? So, I get them biweekly. Um, my paycheck for the past two weeks ha- are going to be, um, yeah, they're going to show up on Friday. Um... This- this Friday? But... Yes, this Friday is when I get... So, I get paid biweekly, so I am not sure- Mm-hmm. ... um, about last week, um, but it

should automatically, I think, the reason why it probably is in the process of being active is probably because it technically is not deducted until the payroll this week. But it should still be active 'cause- So like- ... I'm enrolled in it. Yeah. So the, the deductions are for the following week. So, if we- Oh, okay. If the check on the 14th will cover you from the 17th to the 30th. Um- Okay. So if the... Not . So that's probably why that one's yellow, because the, your check... Hmm. It's biweekly. The check here would've covered this one and that one. Uh... Hmm. What coverage did you have here? Okay, here was just this MEC plan and then last week. Okay, so last... So the changes that, that are for dental and vision- Yes. They were processed on the 26th, but they weren't scheduled to be- Okay. They weren't scheduled to be in effect until the 10th, which is this Monday passing. So your appointment on the 8th- Okay. ... when it e- when it does get resolved, um, and it either goes... and it goes active, the appointment on the 8th, you still only had the MEC preventive health plan. Okay. So I can't actually get reimbursed for that- Correct. ... appointment or... Okay. Um, and, but for appointments going forward following that, I shou- it should be active after the 10th. Is that correct? Correct. As, as long as they make the deduction from the payroll check this week, you'll have active coverage, um, that, the next Monday. And when you said it's biweekly, so I'm-Um, I believe they should take off for the two weeks because it's just biweekly. Um... Yes. Uh-huh. But you'll just have to wait until the 14th so we can see the deduction was made and then you can give us a call on, on Monday or Tuesday to confirm your coverage is active. But for that eighth- Okay, perfect. ... service date, um, you do not have the dental or vision yet. Okay thank you so much. Um, and for behavioral health as well, uh, if they look up my Social Security number, it should show up as active. Is that how it should work? 'Cause I also didn't receive a card for be- 'cause I know Noor went from a different company to benefits in a card and, um, I still haven't received a, a physical, uh, n- like ID number or, um, a medical number for that. S- is it... Is there a way I can look... I can, um... my providers can look up my coverage for behavioral health? So, so with behavioral health, I don't believe you received a card. But I'm gonna send you an email that they shou- y- you should have been sent when you enrolled. And I'm not sure if because it was done through a form instead of calling us if they sent out that email as well. But I'm gonna send you an email- Okay. ... for behavioral health. That way, it gives you the steps on how to register and use your coverage, um, for that behavioral health when it becomes active. Okay, perfect. Thank you so much. Um, and would that be sent to my, um, the email that I have on file with you guys, um, JTai with six Is, or my work email? So it'll go to that one, to the JTai with all the Is and @gmail.com. Okay, perfect. Thank you. Um, and I should... So I'll receive all the information on that and then how to apply that to, um, uh, to all my other providers and my services. To use, yes. And it's gonna come from info@benefitsinacard.com . If you don't see it in your inbox, check the spam or junk folder. Okay. Um, sorry, could you repeat the email again? You just got cut out. Sorry. Yes, I've been having issues today. It's info@benefitsinacard.com. Okay. Thank you so much. Um, and I will call back on Monday just to confirm my coverage for dental and vision. Yes, ma- yes, ma'am. All right. Perfect. Thank you so much for your help today. No prob- problem. Thanks for calling. You have a great day. You too. Bye.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. And who did I say I was speaking with?

Speaker speaker_1: Um, this is Joanne and I am just calling to change or update some of my benefits for Benefits in a Card. I work for Noor Staffing Group.

Speaker speaker_0: Okay. And what are the last four digits of your social?

Speaker speaker_1: Um, 7226.

Speaker speaker_0: And date of birth.

Speaker speaker_1: Sorry, you just cut out really fast. Um, what was the last question you asked?

Speaker speaker_0: Address and date of birth.

Speaker speaker_1: Address is 3149 Broadway, Apartment 7, um, New York, New York 10027. And date of birth is December 4th, 1999.

Speaker speaker_0: Okay, can I have your phone number as 415-305-2658?

Speaker speaker_1: Yep.

Speaker speaker_0: All righty. And what are you wanting to update today?

Speaker speaker_1: So, I just wanted to double check 'cause I submitted a new form but I never got a response back. So I just wanted to make sure, um, or I just wanted to double check what was, what do I currently have on my plan right now? Is it just the MEC stand alone? Um, and are there add- additional benefits attached currently?

Speaker speaker_0: So currently you're enrolled in the MEC *f*? Just preventive health, dental, vision and behavioral health.

Speaker speaker_1: Okay. So I am enrolled in all those?

Speaker speaker_0: Yes, you are enrolled. At the moment, you don't have active coverage. Um...

Speaker speaker_1: When, um, should it be active?

Speaker speaker_0: Well, it looks like you were active one week in February from the 17th to the 23rd, then you were inactive for a week. Then, we have a... the 3rd to the 5th of March that they are trying to fix. It looks like it's not reconciled. Um, let me give me one moment to take a look and see if there's any notes. So usually it takes one to two weeks to process.

Speaker speaker_1: Okay.

Speaker speaker_0: And your form was received and processed on the 26th of February, so it should take one to two weeks for them to, to get those deductions started.

Speaker speaker_1: Okay. Yeah, so I see it on my payroll for, yeah, um, for the duc- the deductions are already taken from my payroll which is why I was just calling to make sure, um,

the coverage was going through. Um, is there... So I recently had, um, a dental appointment and a vision appointment. Is there a way I could send over, um, the billable items, um, to get that reimbursed? Or is that-

Speaker speaker_0: What was the date of service on those appointments?

Speaker speaker_1: Sorry, what was that?

Speaker speaker_0: What was the date of service on those appointments?

Speaker speaker_1: Um, let me look back. So, let's see. Sorry, I'm just pulling up all the, the forms right now. Um, vision, they'll both be this past week so, um, date of service was 3/8/25.

Speaker speaker_0: Okay, so March 8th.

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, okay, give me one moment. That date, it's not... Your coverage isn't inactive, but it's not active either. It's kind of in between-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the process. Let me tell you in brief what's supposed to be done when that occurs.

Speaker speaker_1: Okay.

Speaker speaker_0: And I'll be right back with you.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Thank you so much for holding, Ms. Um... So, last week, there was a issue with your deduction, that's why you're not active, but you're not inactive either. What I'm gonna do and then-

Speaker speaker_1: Okay.

Speaker speaker_0: ... this... And then this week, you said you'd seen the deductions. Did you see the deduction last week or do you see no- it currently for this week as well?

Speaker speaker_1: So, I get them biweekly. Um, my paycheck for the past two weeks ha- are going to be, um, yeah, they're going to show up on Friday. Um...

Speaker speaker_0: This- this Friday?

Speaker speaker_1: But... Yes, this Friday is when I get... So, I get paid biweekly, so I am not sure-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... um, about last week, um, but it should automatically, I think, the reason why it probably is in the process of being active is probably because it technically is not deducted until the payroll this week. But it should still be active 'cause-

Speaker speaker_0: So like-

Speaker speaker_1: ... I'm enrolled in it.

Speaker speaker_0: Yeah. So the, the deductions are for the following week. So, if we-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: If the check on the 14th will cover you from the 17th to the 30th. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: So if the... Not . So that's probably why that one's yellow, because the, your check... Hmm. It's biweekly. The check here would've covered this one and that one. Uh... Hmm. What coverage did you have here? Okay, here was just this MEC plan and then last week. Okay, so last... So the changes that, that are for dental and vision-

Speaker speaker_1: Yes.

Speaker speaker_0: They were processed on the 26th, but they weren't scheduled to be-

Speaker speaker_1: Okay.

Speaker speaker_0: They weren't scheduled to be in effect until the 10th, which is this Monday passing. So your appointment on the 8th-

Speaker speaker_1: Okay.

Speaker speaker_0: ... when it e- when it does get resolved, um, and it either goes... and it goes active, the appointment on the 8th, you still only had the MEC preventive health plan.

Speaker speaker_1: Okay. So I can't actually get reimbursed for that-

Speaker speaker_0: Correct.

Speaker speaker_1: ... appointment or... Okay. Um, and, but for appointments going forward following that, I shou- it should be active after the 10th. Is that correct?

Speaker speaker_0: Correct. As, as long as they make the deduction from the payroll check this week, you'll have active coverage, um, that, the next Monday. And when you said it's biweekly, so I'm-Um, I believe they should take off for the two weeks because it's just biweekly. Um...

Speaker speaker_1: Yes. Uh-huh.

Speaker speaker_0: But you'll just have to wait until the 14th so we can see the deduction was made and then you can give us a call on, on Monday or Tuesday to confirm your coverage is active. But for that eighth-

Speaker speaker_1: Okay, perfect.

Speaker speaker_0: ... service date, um, you do not have the dental or vision yet.

Speaker speaker_1: Okay thank you so much. Um, and for behavioral health as well, uh, if they look up my Social Security number, it should show up as active. Is that how it should work? 'Cause I also didn't receive a card for be- 'cause I know Noor went from a different company to benefits in a card and, um, I still haven't received a, a physical, uh, n- like ID number or, um, a medical number for that. S- is it... Is there a way I can look... I can, um... my providers can look up my coverage for behavioral health?

Speaker speaker_0: So, so with behavioral health, I don't believe you received a card. But I'm gonna send you an email that they shou- y- you should have been sent when you enrolled. And I'm not sure if because it was done through a form instead of calling us if they sent out that email as well. But I'm gonna send you an email-

Speaker speaker_1: Okay.

Speaker speaker_0: ... for behavioral health. That way, it gives you the steps on how to register and use your coverage, um, for that behavioral health when it becomes active.

Speaker speaker_1: Okay, perfect. Thank you so much. Um, and would that be sent to my, um, the email that I have on file with you guys, um, JTai with six Is, or my work email?

Speaker speaker_0: So it'll go to that one, to the JTai with all the Is and @gmail.com.

Speaker speaker_1: Okay, perfect. Thank you. Um, and I should... So I'll receive all the information on that and then how to apply that to, um, uh, to all my other providers and my services.

Speaker speaker_0: To use, yes. And it's gonna come from info@benefitsinacard.com . If you don't see it in your inbox, check the spam or junk folder.

Speaker speaker_1: Okay. Um, sorry, could you repeat the email again? You just got cut out.

Speaker speaker_0: Sorry. Yes, I've been having issues today. It's info@benefitsinacard.com.

Speaker speaker_1: Okay. Thank you so much. Um, and I will call back on Monday just to confirm my coverage for dental and vision.

Speaker speaker_0: Yes, ma- yes, ma'am.

Speaker speaker_1: All right. Perfect. Thank you so much for your help today.

Speaker speaker_0: No prob- problem. Thanks for calling. You have a great day.

Speaker speaker_1: You too. Bye.