

Transcript: Pearl

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Full Transcript

Please. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi, my name is Zaniah Brown. Miss you. miss you. I'm sorry- Hello. ... who is it? Hi, can you hear me? Yes. Oh. Um, so I was calling because I have my benefits plan through, um, Megaforce and I haven't received my card in the mail. And I was trying to schedule a dental appointment for like this week. Um, so- Okay. I'm calling to see if I could get my card sent to me, but also calling to see if I could get my benefits number now so I can go ahead and schedule. Okay. W- And you said you're working with Megaforce? Yes, ma'am. And what are the last four digits of your social? 3036. All righty. And if you can confirm your address and date of birth. 245 Middlefield Circle, Aberdeen, North Carolina 28315. And then my date of birth is 11-29-1994. All righty. And I have your phone number as 910-315-1530? Mm-hmm. And I have your email address as zaniahb@icloud.com? Mm-hmm. All righty. So your coverage is actually still pending, so you don't have active coverage yet and I'm not able to provide you with, with policy information. Mm-hmm. Why is it still pending? So let me take a look at when it was processed. Okay, so it looks like your enrollment was processed on the 21st of this month, and it takes one to two weeks to process. Okay. Even though I filled it out like in December? Yes, 'cause it depends on when your staffing agency sends us over the documents and then from then- Mm-hmm. ... it's, the processing time of, of one to two weeks. Okay. So, I need to wait like one week in order for it to be processed and then I'll get my, or one to two weeks in order, in order for me to get my card in the mail? Yes. Once, so once you see the first deduction on your payroll check, the next Monday you're active. And you can provide your dental office our number and we can confirm c- eligibility for you. Or we can ju-, yeah, we can confirm, um, eligibility status, or, or, uh, your status of your coverage. Um, and then you can always- Mm-hmm. ... give us a call back like Wednesday and see if there's a virtual copy and we can send the virtual copy while your hard copy gets sent. But it just needs to be the week after your first deduction. Okay. So, okay, so my first deduction should be like this week, this Wednesday, tomorrow. May, or next week. So it was done on the 21st. So it's pos- Yeah. It's possible it's next week, um, on the 7th. Okay. That would be the two weeks, so 'cause the 21st was in the middle of the week. Um, so the 31st would be one week and then the 7th would be two. So it's po- it's possible it's on the 7th, but it just depends if your staffing agency takes that deduction. Okay. Okay. Well, thank you for letting me know. No problem. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Please.

Speaker speaker_1: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Hi, my name is Zaniah Brown.

Speaker speaker_1: Miss you. miss you. I'm sorry-

Speaker speaker_0: Hello.

Speaker speaker_1: ... who is it?

Speaker speaker_2: Hi, can you hear me?

Speaker speaker_1: Yes.

Speaker speaker_3: Oh.

Speaker speaker_2: Um, so I was calling because I have my benefits plan through, um, Megaforce and I haven't received my card in the mail. And I was trying to schedule a dental appointment for like this week. Um, so-

Speaker speaker_1: Okay.

Speaker speaker_2: I'm calling to see if I could get my card sent to me, but also calling to see if I could get my benefits number now so I can go ahead and schedule.

Speaker speaker_1: Okay. W- And you said you're working with Megaforce?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And what are the last four digits of your social?

Speaker speaker_2: 3036.

Speaker speaker_1: All righty. And if you can confirm your address and date of birth.

Speaker speaker_2: 245 Middlefield Circle, Aberdeen, North Carolina 28315. And then my date of birth is 11-29-1994.

Speaker speaker_1: All righty. And I have your phone number as 910-315-1530?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And I have your email address as zaniahb@icloud.com?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: All righty. So your coverage is actually still pending, so you don't have active coverage yet and I'm not able to provide you with, with policy information.

Speaker speaker_2: Mm-hmm. Why is it still pending?

Speaker speaker_1: So let me take a look at when it was processed. Okay, so it looks like your enrollment was processed on the 21st of this month, and it takes one to two weeks to process.

Speaker speaker_2: Okay. Even though I filled it out like in December?

Speaker speaker_1: Yes, 'cause it depends on when your staffing agency sends us over the documents and then from then-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... it's, the processing time of, of one to two weeks.

Speaker speaker_2: Okay. So, I need to wait like one week in order for it to be processed and then I'll get my, or one to two weeks in order, in order for me to get my card in the mail?

Speaker speaker_1: Yes. Once, so once you see the first deduction on your payroll check, the next Monday you're active. And you can provide your dental office our number and we can confirm c- eligibility for you. Or we can ju-, yeah, we can confirm, um, eligibility status, or, or, uh, your status of your coverage. Um, and then you can always-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... give us a call back like Wednesday and see if there's a virtual copy and we can send the virtual copy while your hard copy gets sent. But it just needs to be the week after your first deduction.

Speaker speaker_2: Okay. So, okay, so my first deduction should be like this week, this Wednesday, tomorrow. May, or next week.

Speaker speaker_1: So it was done on the 21st. So it's pos-

Speaker speaker_2: Yeah.

Speaker speaker_1: It's possible it's next week, um, on the 7th.

Speaker speaker_2: Okay.

Speaker speaker_1: That would be the two weeks, so 'cause the 21st was in the middle of the week. Um, so the 31st would be one week and then the 7th would be two. So it's po- it's possible it's on the 7th, but it just depends if your staffing agency takes that deduction.

Speaker speaker_2: Okay. Okay. Well, thank you for letting me know.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too.