

Transcript: Sara

Marulanda-4545630815305728-5760781500727296

Full Transcript

Thank you for calling by the 15-minute card. My name is Sarah. May I have your name, please? Yes, it's Cindy Cervantes. Hello, Ms. Cervantes. How may I help you? Um, yes, I'm trying to enroll my husband and, and our family in the new coverage, I guess, they offer. Okay, sure. Let me- And it's not letting me... It's not letting me do it online for some reason. Let me help you with that. May I have the name of the agency that you're working with and the last four of your Social? Let me have my husband get that info. It's Superior Skilled Trades. Okay. 7313. Okay, hold on. 7313? Yes. Oh, gotcha, Superior Skill... Is the coverage gonna be under your name or in Ms. Cervantes's name? My name. Your name, okay. And your name, sir? Uh, Ricardo Cervantes. Ricardo Cervantes. Okay, Mr. Cervantes, and just for security purposes, can you please verify your address and date of birth? Yeah, it's 421 West Fifth Street, Merced, California, 95341. And you said, what was it, phone number? Or- Date of birth. Oh, date of birth. Uh, 08/03/1984. And is your email cerv_99@yahoo.com? Yes. And your phone number 209-756-8801? Yes. Okay, thank you. Okay, there is an enrollment here for a vision, dental, VIP Classic, which is medical, and term life for employee plus family. Mm-hmm. Is that what you would like to enroll? Yeah, I tried to... Yeah, I tried to do the one for the VIP Pro. Hmm. I tried to add that one and it won't let me. Okay, so... Okay, it won't let you because there is one, two, there is a three more, uh, open enrollments. We have to... Okay, give me a minute please. Okay, this is what we're going to do. I'm gonna... Because we have, uh... Okay, we have one enrollment, um, from today, which is dental, short-term disability, critical illness, term life, vision, and VIP Pro for employee plus family. Mm-hmm. And the term life for employee plus spouse. Uh, you want to keep that one or not? Excuse me, which one is it? This one, I, I think it's the first one you made, uh, today. It says... Well, it says dental. Okay, for the employee only, short-term disability. Yeah. For employee plus family, we have, uh, dental, critical illness, uh, vision, and VIP Pro. Um, for employee plus spouse, we have term life. Yes. So is this the one that you want to keep? Yes, yes. Okay, so let me verify the other two. Give me a minute. I, I need to verify this because there's th- three open enrollments here, so we, we- I see, I see. We- Yeah, 'cause I was doing it and it wouldn't let me... Didn't give me- Yeah. ... like a... It would just kick me out, so I didn't know if it was doing it or not. Yeah, it is because the, the system does not let you, now that you have to cancel the previous enrollment- Ah. ... before you're able to, uh, keep going with the next one. So- I get it. Yes, but we can fix that. That's not that big of problem. Okay. Okay, on the, um, on one of them, you have virtual primary care. Do you want that one or not? Yes, yes, yes, I do. Okay, so we're gonna cancel this first one. Okay. Okay, virtual primary care, dental, short-term disability, critical illness, term life, vision, and VIP Pro. That's the one you want to keep, right? Yes, yes. Okay. Okay, we already fixed that. Um... Okay, give me just one more minute while I check that everything is okay. May I put you on hold just for a minute? I want to verify everything. Yes, that's fine.

Okay, ma'am. I'll just connect with you. Hold on. Okay. I get, I had to... That ain't sound right. It was... Oh, it wasn't me, sorry.... you're owing \$3.88. It's a dollar. And now it's paying 40,000. That's good. This is a federal credit report. 100% forbidden experience here. Going in for like, you know, it'll pay it, but it... They're messing up. Well, I don't need this because the other one already out and turned 10 A.K.A. Here's the thing. You're sending me a text right now saying that this card is not valid. Not a part of- Well, you can mail the part of it. Mm-hmm. That's why I tried to email the part and it wasn't, it wasn't... But I'm going to still have to analyze it when I'm there. Hello, Mr. Vantes. Uh, thank you for waiting, ma'am. Okay. Okay. Um, I'm sorry. Because this call has been recorded, I need, um, I need, uh, Mr. Cervantes to, um, give you permission for you to speak on his behalf about this account. Would you, Mr. Cervantes? Yes. That's fine. She has my permission. Okay, sir. Thank you. I appreciate it. Okay, Mr. Vantes, this is how that works. You have a previous... well, a current- Right. ... enrollment. Uh, that enrollment is down day, today, and it will last for two weeks. That enrollment was for vision, dental and VIP Classic for employee plus family and term life for employee plus his spouse. Now, on the 19th, the new coverage will begin. The new coverage- Okay. ... will be, um- Okay. You change the VIP Classic for, for VIP Pro. Right? So we're going to have- Okay. Yes. ... VIP Pro. We're going to continue... The vision, the dental and the term life are going to keep going normally. Okay. There's not going to be any change on that. But the VIP- Okay. ... Pro will become active on the 19th. Okay. The short-term disability as well, the critical illness as well and the virtual primary care. So those four new plans- Okay. ... will be... will become active on the 19th. Okay. Now, one more thing. The medical ID card you're going to have for the next two weeks? That one is not going to be, um... They're going to send you a new one for the- Okay. ... 19th coverage because we're changing plans. So that ID card- Mm-hmm. It's going to have a, a different ID number, which is not going to work on, after the 19th. Okay. The dental, d- vision are going to be the same. Uh, critical illness does not send ID card, but that one is, is, uh, once they... if you go to the doctor with your VIP Pro ID card, they, they're going to see that you have the critical illness coverage. Short-term disability does not need ID card and, um, virtu- virtual primary care doesn't either. Um- Because I have a dental appointment today. What do I take for that? Okay. Or what is it under... Yeah. Okay. Now, your coverage became active just today. Mm-hmm. So today we received the money. Today's when we start processing the ID cards and the policy numbers. The ID card is not ready. It's not going to be ready- Okay. ... until probably Wednesday or Thursday. So you got two options. Um, whatever works for you works for us. One is, um, like move your appointment, or the other one is, uh, tell your dental doctor, your dentist, to give us a call and we will be able to verify coverage by phone. Just tell them that- And what number do I call? Well, um, that's our number- The same number here, or... 804-974-8566. Yes, ma'am. Just one second. Let me get that down. Okay, go ahead. It's 800-497-4856. That's our direct line and, um, the provider, he can give us a call. Um, we'll, we will explain him, uh, the coverage became active today. Policy numbers and ID cards are processing. Uh, but we will, um, tell them that you are active and what the coverage is. Okay. All righty, ma'am. Do you have any- I'll, I'll try to do that via Pay-If they'll- All righty, ma'am. ... if they'll let me go through. Perfect. Um, other than that, um, Mr. Vantes, is there anything else that I can help you with? Nope, that's it. All righty, ma'am. I really appreciate for you to call us at Benefits in a Card and wish you ha- a wonderful day, ma'am. I have a question. Yes, sir. Sure. So we're currently in Texas right now. Is there any way to get the medical cards shipped here to the address we're at in Texas? Yes, there will

be. Um... We will have- If not, it can go to, if not, it can go to my Merced address because I'll still be able to get it, it'll just take a little bit longer. Okay, this is the thing. Um, what we can do is, or, we change the address on the system and the ID cards are going to be sent over there, or we can send you virtual copies to your email. Okay. And you can print them, and the hard copies will go to Merced. Okay, yeah, that's fine. Let's do that. You can send me the virtual copy and... Yes, what I suggest is because we have two different, um... okay, because we have two different, um, begin for coverage... Oh, okay. What I can do is for this current coverage which is the- the- the one that ends on the 18th- Uh-huh. ... I will be responsible for send your ID cards once they show up on the system. I'm going to be keeping, keeping an eye on it, uh, during the whole week. Uh, but for the next coverage which is going to begin on the 19th, for that one, I cannot be checking on it. But once you see the deduction, the- the- the deduction is going to be for \$162.92. Once you see that deduction, you can give us a call and request for the ID cards to be sent to you, uh, virtually. Okay. And for the hard copies to be sent to the mailing address. Did that work for you? Okay, yeah, that's fine. All right, sir. Perfect. So that's what we're going to do. Okay? Okay. All right, thank you. All righty. You're more than welcome. Anything else that I can help you with? No, that'll be all. All righty. So thank you for calling Benefits in a Car. Have a wonderful day. You too. Bye-bye. Thank you very much, ma'am. Mm-hmm. Bye-bye.

Conversation Format

Speaker None: Thank you for calling by the 15-minute card. My name is Sarah. May I have your name, please? Yes, it's Cindy Cervantes. Hello, Ms. Cervantes. How may I help you? Um, yes, I'm trying to enroll my husband and, and our family in the new coverage, I guess, they offer. Okay, sure. Let me- And it's not letting me... It's not letting me do it online for some reason. Let me help you with that. May I have the name of the agency that you're working with and the last four of your Social? Let me have my husband get that info. It's Superior Skilled Trades. Okay. 7313. Okay, hold on. 7313? Yes. Oh, gotcha, Superior Skill... Is the coverage gonna be under your name or in Ms. Cervantes's name? My name. Your name, okay. And your name, sir? Uh, Ricardo Cervantes. Ricardo Cervantes. Okay, Mr. Cervantes, and just for security purposes, can you please verify your address and date of birth? Yeah, it's 421 West Fifth Street, Merced, California, 95341. And you said, what was it, phone number? Or- Date of birth. Oh, date of birth. Uh, 08/03/1984. And is your email cerv_99@yahoo.com? Yes. And your phone number 209-756-8801? Yes. Okay, thank you. Okay, there is an enrollment here for a vision, dental, VIP Classic, which is medical, and term life for employee plus family. Mm-hmm. Is that what you would like to enroll? Yeah, I tried to... Yeah, I tried to do the one for the VIP Pro. Hmm. I tried to add that one and it won't let me. Okay, so... Okay, it won't let you because there is one, two, there is a three more, uh, open enrollments. We have to... Okay, give me a minute please. Okay, this is what we're going to do. I'm gonna... Because we have, uh... Okay, we have one enrollment, um, from today, which is dental, short-term disability, critical illness, term life, vision, and VIP Pro for employee plus family. Mm-hmm. And the term life for employee plus spouse. Uh, you want to keep that one or not? Excuse me, which one is it? This one, I, I think it's the first one you made, uh, today. It says... Well, it says dental. Okay, for the employee only, short-term disability. Yeah. For employee plus family, we have, uh,

dental, critical illness, uh, vision, and VIP Pro. Um, for employee plus spouse, we have term life. Yes. So is this the one that you want to keep? Yes, yes. Okay, so let me verify the other two. Give me a minute. I, I need to verify this because there's th- three open enrollments here, so we, we- I see, I see. We- Yeah, 'cause I was doing it and it wouldn't let me... Didn't give me- Yeah. ... like a... It would just kick me out, so I didn't know if it was doing it or not. Yeah, it is because the, the system does not let you, now that you have to cancel the previous enrollment- Ah. ... before you're able to, uh, keep going with the next one. So- I get it. Yes, but we can fix that. That's not that big of problem. Okay. Okay, on the, um, on one of them, you have virtual primary care. Do you want that one or not? Yes, yes, yes, I do. Okay, so we're gonna cancel this first one. Okay. Okay, virtual primary care, dental, short-term disability, critical illness, term life, vision, and VIP Pro. That's the one you want to keep, right? Yes, yes. Okay. Okay, we already fixed that. Um... Okay, give me just one more minute while I check that everything is okay. May I put you on hold just for a minute? I want to verify everything. Yes, that's fine. Okay, ma'am. I'll just connect with you. Hold on. Okay. I get, I had to... That ain't sound right. It was... Oh, it wasn't me, sorry.... you're owing \$3.88. It's a dollar. And now it's paying 40,000. That's good. This is a federal credit report. 100% forbidden experience here. Going in for like, you know, it'll pay it, but it... They're messing up. Well, I don't need this because the other one already out and turned 10 A.K.A. Here's the thing. You're sending me a text right now saying that this card is not valid. Not a part of- Well, you can mail the part of it. Mm-hmm. That's why I tried to email the part and it wasn't, it wasn't... But I'm going to still have to analyze it when I'm there. Hello, Mr. Vantes. Uh, thank you for waiting, ma'am. Okay. Okay. Um, I'm sorry. Because this call has been recorded, I need, um, I need, uh, Mr. Cervantes to, um, give you permission for you to speak on his behalf about this account. Would you, Mr. Cervantes? Yes. That's fine. She has my permission. Okay, sir. Thank you. I appreciate it. Okay, Mr. Vantes, this is how that works. You have a previous... well, a current- Right. ... enrollment. Uh, that enrollment is down day, today, and it will last for two weeks. That enrollment was for vision, dental and VIP Classic for employee plus family and term life for employee plus his spouse. Now, on the 19th, the new coverage will begin. The new coverage- Okay. ... will be, um- Okay. You change the VIP Classic for, for VIP Pro. Right? So we're going to have- Okay. Yes. ... VIP Pro. We're going to continue... The vision, the dental and the term life are going to keep going normally. Okay. There's not going to be any change on that. But the VIP- Okay. ... Pro will become active on the 19th. Okay. The short-term disability as well, the critical illness as well and the virtual primary care. So those four new plans- Okay. ... will be... will become active on the 19th. Okay. Now, one more thing. The medical ID card you're going to have for the next two weeks? That one is not going to be, um... They're going to send you a new one for the- Okay. ... 19th coverage because we're changing plans. So that ID card- Mm-hmm. It's going to have a, a different ID number, which is not going to work on, after the 19th. Okay. The dental, d- vision are going to be the same. Uh, critical illness does not send ID card, but that one is, is, uh, once they... if you go to the doctor with your VIP Pro ID card, they, they're going to see that you have the critical illness coverage. Short-term disability does not need ID card and, um, virtu- virtual primary care doesn't either. Um- Because I have a dental appointment today. What do I take for that? Okay. Or what is it under... Yeah. Okay. Now, your coverage became active just today. Mm-hmm. So today we received the money. Today's when we start processing the ID cards and the policy numbers. The ID card is not ready. It's not going to be ready- Okay. ... until probably Wednesday or

Thursday. So you got two options. Um, whatever works for you works for us. One is, um, like move your appointment, or the other one is, uh, tell your dental doctor, your dentist, to give us a call and we will be able to verify coverage by phone. Just tell them that- And what number do I call? Well, um, that's our number- The same number here, or... 804-974-8566. Yes, ma'am. Just one second. Let me get that down. Okay, go ahead. It's 800-497-4856. That's our direct line and, um, the provider, he can give us a call. Um, we'll, we will explain him, uh, the coverage became active today. Policy numbers and ID cards are processing. Uh, but we will, um, tell them that you are active and what the coverage is. Okay. All righty, ma'am. Do you have any- I'll, I'll try to do that via Pay-If they'll- All righty, ma'am. ... if they'll let me go through. Perfect. Um, other than that, um, Mr. Vantes, is there anything else that I can help you with? Nope, that's it. All righty, ma'am. I really appreciate for you to call us at Benefits in a Card and wish you ha- a wonderful day, ma'am. I have a question. Yes, sir. Sure. So we're currently in Texas right now. Is there any way to get the medical cards shipped here to the address we're at in Texas? Yes, there will be. Um... We will have- If not, it can go to, if not, it can go to my Merced address because I'll still be able to get it, it'll just take a little bit longer. Okay, this is the thing. Um, what we can do is, or, we change the address on the system and the ID cards are going to be sent over there, or we can send you virtual copies to your email. Okay. And you can print them, and the hard copies will go to Merced. Okay, yeah, that's fine. Let's do that. You can send me the virtual copy and... Yes, what I suggest is because we have two different, um... okay, because we have two different, um, begin for coverage... Oh, okay. What I can do is for this current coverage which is the- the- the one that ends on the 18th- Uh-huh. ... I will be responsible for send your ID cards once they show up on the system. I'm going to be keeping, keeping an eye on it, uh, during the whole week. Uh, but for the next coverage which is going to begin on the 19th, for that one, I cannot be checking on it. But once you see the deduction, the- the- the deduction is going to be for \$162.92. Once you see that deduction, you can give us a call and request for the ID cards to be sent to you, uh, virtually. Okay. And for the hard copies to be sent to the mailing address. Did that work for you? Okay, yeah, that's fine. All right, sir. Perfect. So that's what we're going to do. Okay? Okay. All right, thank you. All righty. You're more than welcome. Anything else that I can help you with? No, that'll be all. All righty. So thank you for calling Benefits in a Card. Have a wonderful day. You too. Bye-bye. Thank you very much, ma'am. Mm-hmm. Bye-bye.