

Transcript: VICTORIA

Taylor-4596264581152768-5266405643993088

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, you've got- Thank you for calling Benefits in a Card ... Yeah. This is Victoria. How can I help you? Uh, I was getting Benefits in a Card for my job, HSS. Oh, hold on. I wanted to know is that my payment or is that the, um, medical benefits? Yeah, this is for medical insurance. Yes, ma'am. I'd like to enroll. Okay. Uh, what's the last four of your social? 3517. And your first and last name? LaToria Pyant, and Pyant is spelled P-Y-A-N-T. Okay. Good. What's her- Okay. Do you mind verifying your address and date of birth? 217 Monger Avenue Southwest, June 4th, 2004. Okay. For the address, this is city Birmingham, state is Alabama, zip code 35211? Mm-mm. Yes, ma'am. But let me make sure. Let me make sure because our zip codes Oh, no problem. I gotta make sure it's not 35208, 'cause I have put the wrong thing on there before. Yeah. But does it have to match what I have in the system for my job? Well, if you're wanting to enroll, yeah, we would need to make sure your address is correct. Let me go on there. Oh . I don't think so. I mean. I asked Walut, that just put me some meals on there. It's just like... Oh, yes, ma'am. Yes, ma'am. It's 35211. Okay. Uh, phone number 205-639-2987? Yes, ma'am. And then email is gonna be first and last name @gmail.com? Mm-hmm. Okay. So I see that you're actually already enrolled. It looks... Excuse me, it looks like into the MEC-Enhanced, but currently only. Yes, ma'am. So how do I, um, obtain a card? Like have they already sent it to me or is it digital? No. Okay, so as of right now, your coverage is not yet active. We're waiting on the first deduction to be made out of your check. Once that first deduction is made out of your check for the coverage, the coverage will start the following Monday And then once the coverage is active, the ID card is made and sent to you within seven to 10 business days. Okay. I thought they were already taking it out my check. It may just be the, um, tax 'cause they- Yeah. Yeah, 'cause I don't see that we've received a deduction just yet. Yes, ma'am. I may have to talk to my manager about it. Okay. Did you need help with anything else? No, ma'am. Thank you so much. You're welcome. Have a good day. All right. You too. Yeah, you bet. Thank you. Who called just then?

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, you've got-

Speaker speaker_2: Thank you for calling Benefits in a Card ...

Speaker speaker_1: Yeah.

Speaker speaker_2: This is Victoria. How can I help you?

Speaker speaker_1: Uh, I was getting Benefits in a Card for my job, HSS.

Speaker speaker_3: Oh, hold on.

Speaker speaker_1: I wanted to know is that my payment or is that the, um, medical benefits?

Speaker speaker_2: Yeah, this is for medical insurance.

Speaker speaker_1: Yes, ma'am. I'd like to enroll.

Speaker speaker_2: Okay. Uh, what's the last four of your social?

Speaker speaker_1: 3517.

Speaker speaker_2: And your first and last name?

Speaker speaker_1: LaToria Pyant, and Pyant is spelled P-Y-A-N-T.

Speaker speaker_3: Okay. Good. What's her-

Speaker speaker_2: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: 217 Monger Avenue Southwest, June 4th, 2004.

Speaker speaker_2: Okay. For the address, this is city Birmingham, state is Alabama, zip code 35211?

Speaker speaker_1: Mm-mm. Yes, ma'am. But let me make sure. Let me make sure because our zip codes

Speaker speaker_4: Oh, no problem.

Speaker speaker_1: I gotta make sure it's not 35208, 'cause I have put the wrong thing on there before.

Speaker speaker_4: Yeah.

Speaker speaker_1: But does it have to match what I have in the system for my job?

Speaker speaker_2: Well, if you're wanting to enroll, yeah, we would need to make sure your address is correct.

Speaker speaker_1: Let me go on there.

Speaker speaker_4: Oh . I don't think so.

Speaker speaker_1: I mean. I asked Walut, that just put me some meals on there.

Speaker speaker_4: It's just like... Oh, yes, ma'am.

Speaker speaker_1: Yes, ma'am. It's 35211.

Speaker speaker_2: Okay. Uh, phone number 205-639-2987?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: And then email is gonna be first and last name @gmail.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay. So I see that you're actually already enrolled. It looks... Excuse me, it looks like into the MEC-Enhanced, but currently only.

Speaker speaker_1: Yes, ma'am. So how do I, um, obtain a card? Like have they already sent it to me or is it digital?

Speaker speaker_2: No. Okay, so as of right now, your coverage is not yet active. We're waiting on the first deduction to be made out of your check. Once that first deduction is made out of your check for the coverage, the coverage will start the following Monday And then once the coverage is active, the ID card is made and sent to you within seven to 10 business days.

Speaker speaker_1: Okay. I thought they were already taking it out my check. It may just be the, um, tax 'cause they-

Speaker speaker_2: Yeah. Yeah, 'cause I don't see that we've received a deduction just yet.

Speaker speaker_1: Yes, ma'am. I may have to talk to my manager about it.

Speaker speaker_2: Okay. Did you need help with anything else?

Speaker speaker_1: No, ma'am. Thank you so much.

Speaker speaker_2: You're welcome. Have a good day.

Speaker speaker_1: All right. You too.

Speaker speaker_4: Yeah, you bet.

Speaker speaker_1: Thank you.

Speaker speaker_3: Who called just then?