

Transcript: VICTORIA

Taylor-4693654257188864-6754849596293120

Full Transcript

Yeah. Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Um, yes, I was calling... Is this for the medical insurance for Focus? Yeah, we administer the, the medical insur- insurance they offer. Um, my husband was member set a card for myself and him, um, stating that, uh, that in- that we had insurance. Okay. Um, is it under his information or... Yes. It's under his. I'm him. Okay. Do you mind if I speak with him? No. Hello? Hi. What's the name... or I'm sorry, what's the last four of your Social? Uh, 2366. And your first and last name? Uh, that's Tony Bayog. And, uh, I had a lot of issues- Okay. Do you mind verifying your address and date of birth? Um, it's 176 North Clayton Street, Centerburg, Ohio 43011 and my birthday is 12-21-1973. And then phone number is, uh, 614-800-1641? That's... I have a new one now, it's, um, 740-390-9478. That's my new number. And email is T-O-N-Y-B-A-Y, G- uh, O-G36@gmail.com? Yes, ma'am. Okay, give me one second. So, it looks like the ID card, um, is not typically mailed to you, it's typically emailed. Have you not received the email? I, I, I wasn't aware that it was just a email so I haven't really looked. Um, can you... Is there any way you could send it to me, uh... Yeah, give me just a few seconds. But- Let me look it up and I'll be right back. I also was wondering how come my wife isn't... Uh, I don't think she was put on the insurance when I put her name on the insurance when I first signed up for the job. Yeah, I don't see that you have coverage for employee plus spouse. I see it's only for employee only. Um, let me see. Because I- because I did tell my HR that, um, I'm putting my wife's name on there. If, if that wasn't done, is there an- is there any way I can put, uh, I can add her name to the insurance? Okay, give me one second. Okay. All right. Okay, so it looks like you were enrolled into employee only because you did not provide your spouse's information. Uh, we did attempt to contact you, it looks like back in November of '24 and we weren't able to get a hold of you. And so, that's why the coverage was changed to employee only. Well, can I, could I put her name on the, uh, coverage? No, she was... We never had your spouse's information but you were enrolled into coverage for employee plus spouse. So because we didn't have your spouse's information, we then had to switch the enrollment to employee only. Well, is it too late for me to get her up on the coverage, because I know I- Unfortunately, yes. Focus Workforce Management is no longer in a open enrollment period and you are outside of your personal open enrollment period. So you will have to wait for the next open enrollment in order to add her on. When's the next one coming up, do you know? Um, it looks like they typically have it during December. Starting in December and it looks like it typically ends around February of every year. Oh. Well, I missed that train. Yeah. So when it, when it does become open enrollment for your employer again, you will be able to add her on. Make sure though, when you go to do that, you either call us and do it over the phone, because we will ask for her name, date of birth and Social, so that we get all that information to avoid this happening again. If you fill out an enrollment form making those changes, make

sure that, again, her name, date of birth and Social Security number is on that enrollment form. Okay. Yeah. Um, but give me just a few seconds. I am still trying to download your ID cards and I will get those sent to your email really quick. All right. I'll be right back. Okay. Me and you. Okay. I was able to download those ID cards and send it to your email. Now, on the ID card, I am noticing that it says employee plus spouse, um... Yeah. And that, that's gonna have to be updated because again, your spouse is not listed on the coverage. At one point the enrollment was for employee plus spouse but we never had her information on file, so it was then switched over to employee only. Yeah. So I'll probably have to follow up with you with the updated ID cards, um, but I did send those to your email address. All right. Yes, sir. Was there anything else you might need help with? No, I mean, um, I think that that'll be... Am I, I'm covered for... Um, is it just, uh, my health, health coverage, eye and dental, or just...? Looks like you have the- Am I covered for all that? So it looks like you have the VIP Standard, um, with virtual primary care, dental and critical illness for yourself. Oh, okay. Hmm. All right. Well, thank you so much. You're welcome. You have a wonderful day. You too. Thank you. Bye-bye. I get it too.

Conversation Format

Speaker speaker_0: Yeah.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Victoria. How can I help you?

Speaker speaker_0: Um, yes, I was calling... Is this for the medical insurance for Focus?

Speaker speaker_1: Yeah, we administer the, the medical insurance they offer.

Speaker speaker_0: Um, my husband was member set a card for myself and him, um, stating that, uh, that in- that we had insurance.

Speaker speaker_1: Okay. Um, is it under his information or...

Speaker speaker_0: Yes. It's under his. I'm him.

Speaker speaker_1: Okay. Do you mind if I speak with him?

Speaker speaker_0: No.

Speaker speaker_2: Hello?

Speaker speaker_1: Hi. What's the name... or I'm sorry, what's the last four of your Social?

Speaker speaker_2: Uh, 2366.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Uh, that's Tony Bayog.

Speaker speaker_0: And, uh, I had a lot of issues-

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Um, it's 176 North Clayton Street, Centerburg, Ohio 43011 and my birthday is 12-21-1973.

Speaker speaker_1: And then phone number is, uh, 614-800-1641?

Speaker speaker_2: That's... I have a new one now, it's, um, 740-390-9478. That's my new number.

Speaker speaker_1: And email is T-O-N-Y-B-A-Y, G- uh, O-G36@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, give me one second. So, it looks like the ID card, um, is not typically mailed to you, it's typically emailed. Have you not received the email?

Speaker speaker_2: I, I, I wasn't aware that it was just a email so I haven't really looked. Um, can you... Is there any way you could send it to me, uh...

Speaker speaker_1: Yeah, give me just a few seconds.

Speaker speaker_2: But-

Speaker speaker_1: Let me look it up and I'll be right back.

Speaker speaker_2: I also was wondering how come my wife isn't... Uh, I don't think she was put on the insurance when I put her name on the insurance when I first signed up for the job.

Speaker speaker_1: Yeah, I don't see that you have coverage for employee plus spouse. I see it's only for employee only. Um, let me see.

Speaker speaker_2: Because I- because I did tell my HR that, um, I'm putting my wife's name on there. If, if that wasn't done, is there an- is there any way I can put, uh, I can add her name to the insurance?

Speaker speaker_1: Okay, give me one second.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: Okay, so it looks like you were enrolled into employee only because you did not provide your spouse's information. Uh, we did attempt to contact you, it looks like back in November of '24 and we weren't able to get a hold of you. And so, that's why the coverage was changed to employee only.

Speaker speaker_2: Well, can I, could I put her name on the, uh, coverage?

Speaker speaker_1: No, she was... We never had your spouse's information but you were enrolled into coverage for employee plus spouse. So because we didn't have your spouse's information, we then had to switch the enrollment to employee only.

Speaker speaker_2: Well, is it too late for me to get her up on the coverage, because I know I-

Speaker speaker_1: Unfortunately, yes. Focus Workforce Management is no longer in a open enrollment period and you are outside of your personal open enrollment period. So you will have to wait for the next open enrollment in order to add her on.

Speaker speaker_2: When's the next one coming up, do you know?

Speaker speaker_1: Um, it looks like they typically have it during December. Starting in December and it looks like it typically ends around February of every year.

Speaker speaker_2: Oh. Well, I missed that train.

Speaker speaker_1: Yeah. So when it, when it does become open enrollment for your employer again, you will be able to add her on. Make sure though, when you go to do that, you either call us and do it over the phone, because we will ask for her name, date of birth and Social, so that we get all that information to avoid this happening again. If you fill out an enrollment form making those changes, make sure that, again, her name, date of birth and Social Security number is on that enrollment form.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah. Um, but give me just a few seconds. I am still trying to download your ID cards and I will get those sent to your email really quick.

Speaker speaker_2: All right.

Speaker speaker_1: I'll be right back.

Speaker speaker_2: Okay. Me and you.

Speaker speaker_1: Okay. I was able to download those ID cards and send it to your email. Now, on the ID card, I am noticing that it says employee plus spouse, um...

Speaker speaker_3: Yeah.

Speaker speaker_1: And that, that's gonna have to be updated because again, your spouse is not listed on the coverage. At one point the enrollment was for employee plus spouse but we never had her information on file, so it was then switched over to employee only.

Speaker speaker_3: Yeah.

Speaker speaker_1: So I'll probably have to follow up with you with the updated ID cards, um, but I did send those to your email address.

Speaker speaker_3: All right.

Speaker speaker_1: Yes, sir. Was there anything else you might need help with?

Speaker speaker_3: No, I mean, um, I think that that'll be... Am I, I'm c- I'm covered for... Um, is it just, uh, my health, health coverage, eye and dental, or just...?

Speaker speaker_1: Looks like you have the-

Speaker speaker_3: Am I covered for all that?

Speaker speaker_1: So it looks like you have the VIP Standard, um, with virtual primary care, dental and critical illness for yourself.

Speaker speaker_3: Oh, okay.

Speaker speaker_1: Hmm.

Speaker speaker_3: All right. Well, thank you so much.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_3: You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_3: I get it too.