

Transcript: VICTORIA

Taylor-4746416887087104-4786021669715968

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hi, yes, um, I just wanted to see if my card has been mailed out yet. I just enrolled with the insurance. Okay, what's the, uh, name of the agency you work for? Yeah, Global Healthcare Solutions, or Nor Staffing. Oh, okay. And the last four of your social? Yep, 1209. All right and... I'm sorry, your first and last name? Yep, Amy Stefanik. Okay. Do you mind verifying your address and date of birth? Yeah, so I told you guys to mail it to a one, where I am now in Baton Rouge, but, um, the address I put on the app is 123 Harrowgate Crossing West Henrietta, New York, 14586. Okay, so that is actually the address I have on file, do you need me to, to update that? No, no, that's fine to have that 'cause that's my home address, but I just wanted to make sure you guys were mailing the cards to my thing too, to my Louisiana address. Yes, so no, that, that's the, the actual address I have on file for you and that would be your mailing address. So, do you need it to be updated to the Louisiana address? Oh, yeah, if I'm only able to have one address. And... I'm sorry, what is your date of birth again? 11/25/1987. I'm sorry, the phone was breaking up, did you say 11/25/'87? Yep. Okay. All right, let me get your address updated and what is the address? Hold on one second. Okay, so that is 6765 Corporate Boulevard, Apartment 6110. It's in Baton Rouge, so two, uh, two words, Louisiana, 70809. Okay, let me just make sure I got that right. So, 6765 Corporate Boulevard, Apartment 6110? Yep. Okay. And then I have that as Baton Rouge, Louisiana, and then zip code is going to be 70809. Yep. All right, and then phone number 585-301-3641. Yep, you got it. Okay. And lastly, email is als8165 at gmail. Yeah. Would you- Okay. ... um, is there a possibility to email me, like, my card information? 'Cause I just had a telemed appointment today and I just have to send my new insurance to my doctor. Okay. So, a couple of things, I'm not seeing that your coverage is currently active. The coverage does not become active until the following Monday of your first payroll deduction. Um- I've already had it deducted last week. They already took out money for it. Okay. It was taken out of your check last week? Yeah. Okay. That, for whatever reason, is not showing up in our system, so what I'm gonna do is I'm gonna have you, uh, forward over a copy of the pay stub to us so we can figure out what's going on with that, um... so I am- Okay, um... ... sending you instructions to your email. That is alright. Let me see if I still have that 'cause I usually get them in the... Yes. Oh, I do have it, okay. And it does show, yep, it shows everything being taken out, the VIP Classic, the Vision, all that stuff. Okay. So, I'm gonna send a email with instructions on how to forward that over to us so we can take a look and see what's going on with the deduction. Now, with that being said- Okay. ... typically ID cards and policy information is not even made until the coverage is active. Um, so it typically takes about seven to ten business days to get the ID cards once they're... once the coverage is shown active. Now, the medical, the medical VIP Classic, the... typically how they send that to you is by email. The only one you'll get by, uh, mail is your Vision. Okay. Okay, gotcha. Uh,

so it should- So, that will take seven to ten days for the email? Yes, typic- Yes, typic- Well, the email might, it might come through sooner. I, I'm more speaking towards, like, a physical ID card, it typically takes about seven to ten business days once the coverage is active to get the ID card. I'm not too sure how soon they send that by email though, um- Oh. ... I'm assuming it would still be within the, the same timeframe, so I would just keep an eye on your email. But first things first, we do have to verify on our end that that deduction was made out of your check and then what we'll have to do is investigate and why, see why it's not showing in our systems. 'Cause as of right now- Got it. ... your coverage is not showing active, which is gonna cause a delay in getting those ID cards. Okay, got it. So basically I just sent the instructions to your email. All you want to do is just make sure that you send us a clear copy of the pay stub, the full pay stub. Um, and then we'll take a look at it and follow up with you. More than likely it'll be me following back up with you, uh, within 24 to 48 hours to let you know what's going on. Okay. Gotcha. Mm-hmm. Okay. Um, was there anything else you might need help with? Uh... I'm just gonna send over my pay stub right now. Um... Okay. So yeah, hopefully that's it. I don't know if you can see it. But... okay, so let's see. You asked me for last... your name, last four of Social Security, your employer. Mm-hmm. Okay. Let me just do that. I'll just send that by itself because I forwarded the other one. Okay. All right. I sent everything over. Okay. I haven't gotten it yet but I will let you know when I get it. I still haven't received it just yet. Okay. It definitely sent. Uh... Okay. I think it just came in and sent that. So, yeah. Okay. So there's one at 6:02 with a forwarded pay check and then at 6:03 I just sent my name, the Social Security, last four, and then the, um, company. Okay. So it looks like I just received one email. Um, is there a way that you can, like, send it as an attachment? Um... let me see here. I don't know if I have it saved. I can try. You can't view it at all? I can see it but normally it, we just have to... it, normally it would either be like a, a picture of, a clear picture of the actual pay stub or you can send an attachment of it because it looks like it's just copied and pasted in the email. I just forwarded it. Um... Okay. So I don't get it, I don't believe I even get it as an attachment. Okay. Well, I will go ahead and forward this off and if anything I will follow back up with you, but I just haven't seen it being sent this way before. Um, but I will go ahead and now I'm seeing this actually came from payroll. Yeah. It's just... I mean? It's just something different than what I'm used to. Yeah. That's all I get sometimes. Okay. That's fine. I will go ahead and send this off and see what we can find out, and then as soon as I have a solution for you, I will follow back up with you. Okay. Awesome. Thank you so much. You're welcome. You have a wonderful day. You too. Thanks. Bye-bye. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker_1: Hi, yes, um, I just wanted to see if my card has been mailed out yet. I just enrolled with the insurance.

Speaker speaker_0: Okay, what's the, uh, name of the agency you work for?

Speaker speaker_1: Yeah, Global Healthcare Solutions, or Nor Staffing.

Speaker speaker_0: Oh, okay. And the last four of your social?

Speaker speaker_1: Yep, 1209.

Speaker speaker_0: All right and... I'm sorry, your first and last name?

Speaker speaker_1: Yep, Amy Stefanik.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Yeah, so I told you guys to mail it to a one, where I am now in Baton Rouge, but, um, the address I put on the app is 123 Harrowgate Crossing West Henrietta, New York, 14586.

Speaker speaker_0: Okay, so that is actually the address I have on file, do you need me to, to update that?

Speaker speaker_1: No, no, that's fine to have that 'cause that's my home address, but I just wanted to make sure you guys were mailing the cards to my thing too, to my Louisiana address.

Speaker speaker_0: Yes, so no, that, that's the, the actual address I have on file for you and that would be your mailing address. So, do you need it to be updated to the Louisiana address?

Speaker speaker_1: Oh, yeah, if I'm only able to have one address.

Speaker speaker_0: And... I'm sorry, what is your date of birth again?

Speaker speaker_1: 11/25/1987.

Speaker speaker_0: I'm sorry, the phone was breaking up, did you say 11/25/'87?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. All right, let me get your address updated and what is the address?

Speaker speaker_1: Hold on one second. Okay, so that is 6765 Corporate Boulevard, Apartment 6110. It's in Baton Rouge, so two, uh, two words, Louisiana, 70809.

Speaker speaker_0: Okay, let me just make sure I got that right. So, 6765 Corporate Boulevard, Apartment 6110?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. And then I have that as Baton Rouge, Louisiana, and then zip code is going to be 70809.

Speaker speaker_1: Yep.

Speaker speaker_0: All right, and then phone number 585-301-3641.

Speaker speaker_1: Yep, you got it.

Speaker speaker_0: Okay. And lastly, email is als8165 at gmail.

Speaker speaker_1: Yeah. Would you-

Speaker speaker_0: Okay.

Speaker speaker_1: ... um, is there a possibility to email me, like, my card information? 'Cause I just had a telemed appointment today and I just have to send my new insurance to my doctor.

Speaker speaker_0: Okay. So, a couple of things, I'm not seeing that your coverage is currently active. The coverage does not become active until the following Monday of your first payroll deduction. Um-

Speaker speaker_1: I've already had it deducted last week. They already took out money for it.

Speaker speaker_0: Okay. It was taken out of your check last week?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. That, for whatever reason, is not showing up in our system, so what I'm gonna do is I'm gonna have you, uh, forward over a copy of the pay stub to us so we can figure out what's going on with that, um... so I am-

Speaker speaker_1: Okay, um...

Speaker speaker_0: ... sending you instructions to your email.

Speaker speaker_1: That is alright. Let me see if I still have that 'cause I usually get them in the... Yes. Oh, I do have it, okay. And it does show, yep, it shows everything being taken out, the VIP Classic, the Vision, all that stuff.

Speaker speaker_0: Okay. So, I'm gonna send a email with instructions on how to forward that over to us so we can take a look and see what's going on with the deduction. Now, with that being said-

Speaker speaker_1: Okay.

Speaker speaker_0: ... typically ID cards and policy information is not even made until the coverage is active. Um, so it typically takes about seven to ten business days to get the ID cards once they're... once the coverage is shown active. Now, the medical, the medical VIP Classic, the... typically how they send that to you is by email. The only one you'll get by, uh, mail is your Vision.

Speaker speaker_1: Okay. Okay, gotcha.

Speaker speaker_0: Uh, so it should-

Speaker speaker_1: So, that will take seven to ten days for the email?

Speaker speaker_0: Yes, typic-

Speaker speaker_1: Yes, typic-

Speaker speaker_0: Well, the email might, it might come through sooner. I, I'm more speaking towards, like, a physical ID card, it typically takes about seven to ten business days once the coverage is active to get the ID card. I'm not too sure how soon they send that by email though, um-

Speaker speaker_1: Oh.

Speaker speaker_0: ... I'm assuming it would still be within the, the same timeframe, so I would just keep an eye on your email. But first things first, we do have to verify on our end that that deduction was made out of your check and then what we'll have to do is investigate and why, see why it's not showing in our systems. 'Cause as of right now-

Speaker speaker_1: Got it.

Speaker speaker_0: ... your coverage is not showing active, which is gonna cause a delay in getting those ID cards.

Speaker speaker_1: Okay, got it.

Speaker speaker_0: So basically I just sent the instructions to your email. All you want to do is just make sure that you send us a clear copy of the pay stub, the full pay stub. Um, and then we'll take a look at it and follow up with you. More than likely it'll be me following back up with you, uh, within 24 to 48 hours to let you know what's going on.

Speaker speaker_1: Okay. Gotcha.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, was there anything else you might need help with?

Speaker speaker_1: Uh... I'm just gonna send over my pay stub right now. Um...

Speaker speaker_0: Okay.

Speaker speaker_1: So yeah, hopefully that's it. I don't know if you can see it. But... okay, so let's see. You asked me for last... your name, last four of Social Security, your employer.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. Let me just do that. I'll just send that by itself because I forwarded the other one. Okay. All right. I sent everything over.

Speaker speaker_0: Okay. I haven't gotten it yet but I will let you know when I get it. I still haven't received it just yet.

Speaker speaker_1: Okay. It definitely sent. Uh...

Speaker speaker_0: Okay. I think it just came in and sent that.

Speaker speaker_1: So, yeah. Okay. So there's one at 6:02 with a forwarded pay check and then at 6:03 I just sent my name, the Social Security, last four, and then the, um, company.

Speaker speaker_0: Okay. So it looks like I just received one email. Um, is there a way that you can, like, send it as an attachment?

Speaker speaker_1: Um... let me see here. I don't know if I have it saved. I can try. You can't view it at all?

Speaker speaker_0: I can see it but normally it, we just have to... it, normally it would either be like a, a picture of, a clear picture of the actual pay stub or you can send an attachment of it because it looks like it's just copied and pasted in the email.

Speaker speaker_1: I just forwarded it. Um...

Speaker speaker_0: Okay.

Speaker speaker_1: So I don't get it, I don't believe I even get it as an attachment.

Speaker speaker_0: Okay. Well, I will go ahead and forward this off and if anything I will follow back up with you, but I just haven't seen it being sent this way before. Um, but I will go ahead and now I'm seeing this actually came from payroll.

Speaker speaker_1: Yeah. It's just... I mean?

Speaker speaker_0: It's just something different than what I'm used to.

Speaker speaker_1: Yeah. That's all I get sometimes.

Speaker speaker_0: Okay. That's fine. I will go ahead and send this off and see what we can find out, and then as soon as I have a solution for you, I will follow back up with you.

Speaker speaker_1: Okay. Awesome. Thank you so much.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too. Thanks. Bye-bye.

Speaker speaker_0: Thank you. Bye-bye.