

Transcript: VICTORIA

Taylor-5091499619696640-4650372487757824

Full Transcript

Thank you for calling Benefits by Card. This is Victoria. How can I help you? Hi, Victoria. My name's Lashonda Morgan. Um, I was calling... I never received any, um, I guess, medical cards for the doctor's office or, um, vision. And I was wondering, how can I get that information? Okay. Um, what's the name of the agency you work for? TRC. And the last four of your Social? 7402. Okay. And, um, let's see. Lashonda Morgan, do you mind verifying your address and date of birth? Uh, um, 224 Shawndell Drive, Gadsden, South Carolina, 29053. And what was the other thing? I'm sorry. Uh, your date of birth. Oh, sorry. 6/25/1982. And then phone number, 803-873-5566? Yes. Okay, and then... Oh, I'm sorry. Is it 803-873-5566? Yes. Okay. Thought I said it weird. Um, and then first name.last name 32@yahoo for your email. Correct. Okay. Um, is it just the vision ID card that you're missing? Um, I've... I only have a dental, so it's the medical card and the vision. Okay. Let me... I can look up copies and email them to you really quickly. Uh, give me just- Okay. ... a few seconds, and I will be right back. Okay, thank you. All righty. Thank you so much for holding, and, um, to the email address, could you send your first last, first name 32@yahoo.com? Uh, you said lashondaharrison32@yahoo.com? Yep. Okay. Um, I just sent that to that email, so you should get it here in a few seconds. Okay. Um, are you able to, um... J- if, if it may take a while, are you able to give me the name of the f- the medical provider and the vision provider? Um, so technically, you have two different medical plans which are through two different medical companies. The preventative care is with 90 Degree Benefits. The non-preventative care would be through American Public Life. And then vision is through MetLife. Okay. D- Um, how do I know which one to use for the medical? Um, so that really just depends on the service that you're having done. Again, if it's a preventative visit, like a yearly physical, you would provide- Okay. ... them with the ID card that has 90 Degree benefits on it. If it's a non-preventative visit, like if you're going to a doctor for a preexisting condition or an injury, at that point, you would use the ID card that has American Public Life on it. Okay. What if- So you would just present both- ... I do, I might forget that? Well, in that case, I would just present both of your medical ID cards to the provider. Okay. And they can run both of them. Okay. Um, and with this insurance, would I be able to cancel this anytime if I was to, um, get other coverage? Yes. However, I will say our cancellations are not immediate. When you do call in to cancel, it typically takes about one to two weeks for the cancellation to be processed through payroll. So there is- Okay. ... a possibility you would see, uh, one to two more payroll deductions after you've requested to be canceled. Okay. A- last question. And on the, the cards that you sent me, it's gonna tell me the name of each provider? Yeah. It has all the information- Okay. ... that the provider would need, including the name of the companies. Um, I did also- Okay. There's gonna be four PDF files and I labeled each one. There should be two medical ID cards, one dental ID card, and one vision ID card. Okay. Okay. Um, I guess I'll just

wait on those to come through. Thank you so very much. You're welcome. You have a wonderful day. Okay. You too. Bye-bye. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits by Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, Victoria. My name's Lashonda Morgan. Um, I was calling... I never received any, um, I guess, medical cards for the doctor's office or, um, vision. And I was wondering, how can I get that information?

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

Speaker speaker_1: TRC.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 7402.

Speaker speaker_0: Okay. And, um, let's see. Lashonda Morgan, do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, um, 224 Shawndell Drive, Gadsden, South Carolina, 29053. And what was the other thing? I'm sorry.

Speaker speaker_0: Uh, your date of birth.

Speaker speaker_1: Oh, sorry. 6/25/1982.

Speaker speaker_0: And then phone number, 803-873-5566?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, and then... Oh, I'm sorry. Is it 803-873-5566?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Thought I said it weird. Um, and then first name.last name 32@yahoo for your email.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Um, is it just the vision ID card that you're missing?

Speaker speaker_1: Um, I've... I only have a dental, so it's the medical card and the vision.

Speaker speaker_0: Okay. Let me... I can look up copies and email them to you really quickly. Uh, give me just-

Speaker speaker_1: Okay.

Speaker speaker_0: ... a few seconds, and I will be right back.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: All righty. Thank you so much for holding, and, um, to the email address, could you send your first last, first name 32@yahoo.com?

Speaker speaker_1: Uh, you said lashondaharrison32@yahoo.com?

Speaker speaker_0: Yep.Okay. Um, I just sent that to that email, so you should get it here in a few seconds.

Speaker speaker_1: Okay. Um, are you able to, um... J- if, if it may take a while, are you able to give me the name of the f- the medical provider and the vision provider?

Speaker speaker_0: Um, so technically, you have two different medical plans which are through two different medical companies. The preventative care is with 90 Degree Benefits. The non-preventative care would be through American Public Life. And then vision is through MetLife.

Speaker speaker_1: Okay. D- Um, how do I know which one to use for the medical?

Speaker speaker_0: Um, so that really just depends on the service that you're having done. Again, if it's a preventative visit, like a yearly physical, you would provide-

Speaker speaker_1: Okay.

Speaker speaker_0: ... them with the ID card that has 90 Degree benefits on it. If it's a non-preventative visit, like if you're going to a doctor for a preexisting condition or an injury, at that point, you would use the ID card that has American Public Life on it.

Speaker speaker_1: Okay. What if-

Speaker speaker_0: So you would just present both-

Speaker speaker_1: ... I do, I might forget that?

Speaker speaker_0: Well, in that case, I would just present both of your medical ID cards to the provider.

Speaker speaker_1: Okay.

Speaker speaker_0: And they can run both of them.

Speaker speaker_1: Okay. Um, and with this insurance, would I be able to cancel this anytime if I was to, um, get other coverage?

Speaker speaker_0: Yes. However, I will say our cancellations are not immediate. When you do call in to cancel, it typically takes about one to two weeks for the cancellation to be processed through payroll. So there is-

Speaker speaker_1: Okay.

Speaker speaker_0: ... a possibility you would see, uh, one to two more payroll deductions after you've requested to be canceled.

Speaker speaker_1: Okay. A- last question. And on the, the cards that you sent me, it's gonna tell me the name of each provider?

Speaker speaker_0: Yeah. It has all the information-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that the provider would need, including the name of the companies. Um, I did also-

Speaker speaker_1: Okay.

Speaker speaker_0: There's gonna be four PDF files and I labeled each one. There should be two medical ID cards, one dental ID card, and one vision ID card.

Speaker speaker_1: Okay. Okay. Um, I guess I'll just wait on those to come through. Thank you so very much.

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

Speaker speaker_1: Okay.

Speaker speaker_0: You too. Bye-bye.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Bye-bye.