

Transcript: VICTORIA

Taylor-5109985833959424-4919561748004864

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hi, Victoria, how are you doing? Good, how are you? I'm fine. I'm calling with two questions. Um, the first question is, uh, I work for, um, MAU, so I have my benefits through you guys. Um, and I was wondering if, if you could check to make sure that I have all my health benefits 'cause I'm tr- I've been waiting, and I'm not sure, I'm not saying that you guys haven't sent it, but I need to get my health card, um, and as, as well as my eye, um, card. Is it coming from MetLife? Uh, uh- Is that- ... yes, I believe... I, I believe the vision would be with MetLife. Okay. I have the vision coverage card. I just ca- cannot find my health card, and I'm not even sure if it, if it came or what. Is there a way you guys can resend that to me? Okay. Let me pull up your file. What's the last four of your Social? 7262. And your first and last name? Orentel Dennis. Okay. And you said you're with MAU? Yes. Gotcha. Do you mind verifying your address and date of birth? 3 Deer Creek Drive, Piedmont, South Carolina 29673, 52275. Okay. Phone number 864-526-1640? Yes. And then email is gonna be kingfirstandlastname1975@gmail.com? Correct. Okay. So, I know for sure the dental ID card should have been mailed to you, the vision also. But the medical, the medical is typically emailed. They don't send that out by mail. Okay. Um, can you tell me what it would be under 'cause I haven't... Would it be on a BIC? I mean, how are we supposed to... Are we supposed to just download it to our phone and when we go to, you know, have a, a, a, a, a doctor visit, just show that? Or where do we...? Yeah, so it's, it's typically sent, sent from the insurance carrier which the insurance carrier for your medical and dental is American Public Life. Oh. So, it would be sent from them. Now, the specific email address that they use, I don't know 'cause we're just your administrators. Um, but typically- Okay, American- American Public Life. Yes, sir. Okay. I haven't, I haven't received anything from them. Uh, I'll put the- Okay, that's fine. I can look up all your ID cards and email them to you. Okay, thank you. Uh- You're welcome. Give me just... All right. Go ahead. Yeah, and the dental, can, can that be re- reissued out as well? Yeah, so what I'll go ahead and do is I'll go ahead and put in a request to have the medical and the dental mailed to you, and I'll just email you copies as well. Thank you, thank you. I greatly appreciate it. Okay, the second question is, how long do we have before we can add someone? Um, I'm trying to add my daughter, but... And what would you guys actually need? Just her first and last name or do you need her Social as well? First name, last name, date of birth and Social Security number, um, and it looks like the open enrollment will end on the 31st of this month, so you have until then to do so. Okay, and when would it reopen again for adding after the 31st? Probably not until the same timeframe next year, so December, January timeframe of next year. Okay. I greatly appreciate that information. Yeah, if, if you could definitely get those cards out to me and even through email, I would greatly appreciate it. Sure. Give me just a

few moments. I'm gonna put you on a brief hold while I do that. Okay, thank you. All right. Thank you so much for holding. So, I sent, uh, copies of all of your ID cards to your email. Okay. I went ahead and requested for the medical and dental to be mailed to you. And, uh, was there anything else that you might need help with? That's it. I'm going to try to call... I've been trying to call, um... I, I didn't know, I kind of figured that you guys would have to have her Social Security number and I'm trying to get in contact with her mother. Because I told her mother that, um, there's an, an, um, a window and you, you got to stop playing around. You know? Um, so I'm trying to get that information because I don't have her card and I don't remember her social, the last four, um, off the top of my head to get. Um, um, the only other question I had w- if I do get that and I add her, will it show... Because I know she was on Medicaid, will it show that I need to get everything or just get what Medicaid... Or just get... How does that work, in other words? Um, because I know at my last job a few years ago when I was claiming her on that, when they pulled her up, they pulled up her Medicaid so the, the representative that was talking to me told me, "You only need to get what, um, Medicaid won't cover." Like you were, the- y- yours would be the primary and I guess Medicaid would be the secondary. How does that work? Honestly, I'm not sure- Mm-hmm. Okay. ... um, how any of that works. Okay. That's fine. I would reach out to Medicaid and see, you know, if they have... I- if there is any rules with that. I, I'm not aware of any. Um, now I know that what we offer is not considered major medical. So it's not- Right. ... comparable to major medical companies, but I'm not aware of anything to do with Medicaid, to be honest with you. Okay. That's fine. Yeah. Okay. I'll, oh, I'll definitely find out. But I'll be in contact with you about that as well. Okay. All right. All righty. Thank you so much. You're welcome. Have a good day. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker_2: Hi, Victoria, how are you doing?

Speaker speaker_1: Good, how are you?

Speaker speaker_2: I'm fine. I'm calling with two questions. Um, the first question is, uh, I work for, um, MAU, so I have my benefits through you guys. Um, and I was wondering if, if you could check to make sure that I have all my health benefits 'cause I'm tr- I've been waiting, and I'm not sure, I'm not saying that you guys haven't sent it, but I need to get my health card, um, and as, as well as my eye, um, card. Is it coming from MetLife?

Speaker speaker_1: Uh, uh-

Speaker speaker_2: Is that-

Speaker speaker_1: ... yes, I believe... I, I believe the vision would be with MetLife.

Speaker speaker_2: Okay. I have the vision coverage card. I just ca- cannot find my health card, and I'm not even sure if it, if it came or what. Is there a way you guys can resend that to me?

Speaker speaker_1: Okay. Let me pull up your file. What's the last four of your Social?

Speaker speaker_2: 7262.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Orentel Dennis.

Speaker speaker_1: Okay. And you said you're with MAU?

Speaker speaker_2: Yes.

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

Speaker speaker_2: 3 Deer Creek Drive, Piedmont, South Carolina 29673, 52275.

Speaker speaker_1: Okay. Phone number 864-526-1640?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email is gonna be kingfirstandlastname1975@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. So, I know for sure the dental ID card should have been mailed to you, the vision also. But the medical, the medical is typically emailed. They don't send that out by mail.

Speaker speaker_2: Okay. Um, can you tell me what it would be under 'cause I haven't... Would it be on a BIC? I mean, how are we supposed to... Are we supposed to just download it to our phone and when we go to, you know, have a, a, a, a, a doctor visit, just show that? Or where do we...?

Speaker speaker_1: Yeah, so it's, it's typically sent, sent from the insurance carrier which the insurance carrier for your medical and dental is American Public Life.

Speaker speaker_2: Oh.

Speaker speaker_1: So, it would be sent from them. Now, the specific email address that they use, I don't know 'cause we're just your administrators. Um, but typically-

Speaker speaker_2: Okay, American-

Speaker speaker_1: American Public Life. Yes, sir.

Speaker speaker_2: Okay. I haven't, I haven't received anything from them. Uh, I'll put the-

Speaker speaker_1: Okay, that's fine. I can look up all your ID cards and email them to you.

Speaker speaker_2: Okay, thank you. Uh-

Speaker speaker_1: You're welcome. Give me just...

Speaker speaker_2: All right.

Speaker speaker_1: Go ahead.

Speaker speaker_2: Yeah, and the dental, can, can that be re- reissued out as well?

Speaker speaker_1: Yeah, so what I'll go ahead and do is I'll go ahead and put in a request to have the medical and the dental mailed to you, and I'll just email you copies as well.

Speaker speaker_2: Thank you, thank you. I greatly appreciate it. Okay, the second question is, how long do we have before we can add someone? Um, I'm trying to add my daughter, but... And what would you guys actually need? Just her first and last name or do you need her Social as well?

Speaker speaker_1: First name, last name, date of birth and Social Security number, um, and it looks like the open enrollment will end on the 31st of this month, so you have until then to do so.

Speaker speaker_2: Okay, and when would it reopen again for adding after the 31st?

Speaker speaker_1: Probably not until the same timeframe next year, so December, January timeframe of next year.

Speaker speaker_2: Okay. I greatly appreciate that information. Yeah, if, if you could definitely get those cards out to me and even through email, I would greatly appreciate it.

Speaker speaker_1: Sure. Give me just a few moments. I'm gonna put you on a brief hold while I do that.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: All right. Thank you so much for holding. So, I sent, uh, copies of all of your ID cards to your email.

Speaker speaker_2: Okay.

Speaker speaker_1: I went ahead and requested for the medical and dental to be mailed to you. And, uh, was there anything else that you might need help with?

Speaker speaker_2: That's it. I'm going to try to call... I've been trying to call, um... I, I didn't know, I kind of figured that you guys would have to have her Social Security number and I'm trying to get in contact with her mother. Because I told her mother that, um, there's an, an, um, a window and you, you got to stop playing around. You know? Um, so I'm trying to get that information because I don't have her card and I don't remember her social, the last four, um, off the top of my head to get. Um, um, the only other question I had w- if I do get that and I add her, will it show... Because I know she was on Medicaid, will it show that I need to get everything or just get what Medicaid... Or just get... How does that work, in other words? Um, because I know at my last job a few years ago when I was claiming her on that, when they pulled her up, they pulled up her Medicaid so the, the representative that was talking to me

told me, "You only need to get what, um, Medicaid won't cover." Like you were, the- y- yours would be the primary and I guess Medicaid would be the secondary. How does that work?

Speaker speaker_1: Honestly, I'm not sure-

Speaker speaker_2: Mm-hmm. Okay.

Speaker speaker_1: ... um, how any of that works.

Speaker speaker_2: Okay. That's fine.

Speaker speaker_1: I would reach out to Medicaid and see, you know, if they have... I- if there is any rules with that. I, I'm not aware of any. Um, now I know that what we offer is not considered major medical. So it's not-

Speaker speaker_2: Right.

Speaker speaker_1: ... comparable to major medical companies, but I'm not aware of anything to do with Medicaid, to be honest with you.

Speaker speaker_2: Okay. That's fine.

Speaker speaker_1: Yeah.

Speaker speaker_2: Okay. I'll, oh, I'll definitely find out. But I'll be in contact with you about that as well.

Speaker speaker_1: Okay.

Speaker speaker_2: All right.

Speaker speaker_1: All righty.

Speaker speaker_2: Thank you so much.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.