

Transcript: VICTORIA

Taylor-5142380548505600-5207630362755072

Full Transcript

Thank you for calling Benefits at Heart. This is Victoria. How can I help you? Hi. Uh, I was enrolled in February, uh, February 3rd, and I just haven't received my card still. And I've been- Mm-hmm. I was wondering if there's, like, any way I can get, like, a temporary card or something to go to the doctor? Okay. What's the name of the agency you work for? Uh, Noor. N-O-O-R Inc. And the last four of your Social? Uh, 0925. And your first and last name? Tim Logan. Or Timothy Logan. All right. Do you mind verifying your address and date of birth? Sure. Uh, 106 Woodcrest Lane, Danbury, Connecticut. And then, uh, my birthday is 07/26/96. Okay. And then, looks like phone number is 914-482-7982? Correct. Email is tim.logan2014@gmail. Correct. Okay. Could you just give me a second? Let me look up your ID cards and I will be right back. Okay, thank you. Water's running. Okay. So why do they love them? Thank you so much for holding. So I was able to download a majority of your ID cards. Oh, that's great. Um, except the dental, vision, the ID card for your VIP Classic medical plan. Uh, now the ID card for the MEC medical plan, which is essentially for, like, your preventative service- Okay. ... um- Uh-huh. ... I'm unable to download, so I'm going to give you the phone number directly for, um, 90-Degree benefits. They should be able, be able to send you the, the ID card for that. Okay. Just let me know. And, uh, what's the... Uh, I'm ready when you are. Okay. So again, it's for 90-Degree benefits. Mm-hmm. And their phone number is 800-833- Okay. ... 4296. 96? And then... Yeah, so 4296 at the end. And you just want to make sure to hit option, uh, one on the prompt system. Okay. All right. And, um, is there any way, like, is there any way I can resend it or anything? 'Cause, I mean, I've been in touch with my company and my company's not really helping me with the situation. Yeah, you should be receiving your ID cards here shortly. Um, it looks like your coverage just became active on the 3rd of February, and I know it typically takes about 7 to 10 business days once the coverage becomes active to get those. Okay. All right. What's today's date? Today's the 18th, yeah. All right, all right. Well, thank you very much. Um, is there any way you can read the, like, the ID number? 'Cause when I go to urgent care, they've been asking and I don't really have the card to give them. She doesn't have it either. What, the ID card? Well, I, I sent you the, your, for like- Oh, you sent it. ... the VIP CI- Yeah. So I was able to- Okay. ... send the ID card for your VIP Classic, which is for, like, your non-preventative medical. Okay. And everything that they would need is on that ID card. Oh, perfect. Um, I also sent your dental and your vision ID card. The only one I was not able to send was the ID card for the MEC, which is, like, for your preventative services. Okay. Yeah, so that's why you would have to reach out directly to the carrier to see if they can send you a copy of that. Okay. All right, perfect. Thank you very much. You're welcome. You have a wonderful day. You too.

Conversation Format

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

Speaker speaker_1: Hi. Uh, I was enrolled in February, uh, February 3rd, and I just haven't received my card still. And I've been-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I was wondering if there's, like, any way I can get, like, a temporary card or something to go to the doctor?

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Uh, Noor. N-O-O-R Inc.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Uh, 0925.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Tim Logan. Or Timothy Logan.

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

Speaker speaker_1: Sure. Uh, 106 Woodcrest Lane, Danbury, Connecticut. And then, uh, my birthday is 07/26/96.

Speaker speaker_0: Okay. And then, looks like phone number is 914-482-7982?

Speaker speaker_1: Correct.

Speaker speaker_0: Email is tim.logan2014@gmail.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Could you just give me a second? Let me look up your ID cards and I will be right back.

Speaker speaker_1: Okay, thank you.

Speaker speaker_2: Water's running.

Speaker speaker_3: Okay. So why do they love them?

Speaker speaker_0: Thank you so much for holding. So I was able to download a majority of your ID cards.

Speaker speaker_4: Oh, that's great.

Speaker speaker_0: Um, except the dental, vision, the ID card for your VIP Classic medical plan. Uh, now the ID card for the MEC medical plan, which is essentially for, like, your

preventative service-

Speaker speaker_4: Okay.

Speaker speaker_0: ... um-

Speaker speaker_4: Uh-huh.

Speaker speaker_0: ... I'm unable to download, so I'm going to give you the phone number directly for, um, 90-Degree benefits. They should be able, be able to send you the, the ID card for that.

Speaker speaker_4: Okay.

Speaker speaker_0: Just let me know.

Speaker speaker_4: And, uh, what's the... Uh, I'm ready when you are.

Speaker speaker_0: Okay. So again, it's for 90-Degree benefits.

Speaker speaker_4: Mm-hmm.

Speaker speaker_0: And their phone number is 800-833-

Speaker speaker_4: Okay.

Speaker speaker_0: ... 4296.

Speaker speaker_4: 96?

Speaker speaker_0: And then... Yeah, so 4296 at the end. And you just want to make sure to hit option, uh, one on the prompt system.

Speaker speaker_4: Okay. All right. And, um, is there any way, like, is there any way I can resend it or anything? 'Cause, I mean, I've been in touch with my company and my company's not really helping me with the situation.

Speaker speaker_0: Yeah, you should be receiving your ID cards here shortly. Um, it looks like your coverage just became active on the 3rd of February, and I know it typically takes about 7 to 10 business days once the coverage becomes active to get those.

Speaker speaker_4: Okay. All right.

Speaker speaker_5: What's today's date? Today's the 18th, yeah.

Speaker speaker_4: All right, all right. Well, thank you very much. Um, is there any way you can read the, like, the ID number? 'Cause when I go to urgent care, they've been asking and I don't really have the card to give them.

Speaker speaker_5: She doesn't have it either.

Speaker speaker_4: What, the ID card?

Speaker speaker_0: Well, I, I sent you the, your, for like-

Speaker speaker_4: Oh, you sent it.

Speaker speaker_0: ... the VIP CI- Yeah. So I was able to-

Speaker speaker_4: Okay.

Speaker speaker_0: ... send the ID card for your VIP Classic, which is for, like, your non-preventative medical.

Speaker speaker_4: Okay.

Speaker speaker_0: And everything that they would need is on that ID card.

Speaker speaker_4: Oh, perfect.

Speaker speaker_0: Um, I also sent your dental and your vision ID card. The only one I was not able to send was the ID card for the MEC, which is, like, for your preventative services.

Speaker speaker_4: Okay.

Speaker speaker_0: Yeah, so that's why you would have to reach out directly to the carrier to see if they can send you a copy of that.

Speaker speaker_4: Okay. All right, perfect. Thank you very much.

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

Speaker speaker_4: You too.