

Transcript: VICTORIA

Taylor-5366940570697728-5181205381070848

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Oh, oh. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah, it's saying my account hasn't been set u- activated. Okay. Uh, what website are you on? Hold on one second. Stupid AMBER Alert. All right, uh, MyBenefitsCard.com. Okay. Have you ever signed up in an account with that website? I, I, I thought I did 'cause it's three words, so... It's... I'm sorry. It's what? So it, it's, it's through my work so it... I, I set it up when... whenever, when I started, but it's saying that it's not active. Okay, so that w-... What's the name of the agency that you're with? IPS. IPS? Okay. So that specific website is to just get you enrolled into benefits, um, and, like, make changes to the enrollment. Mm-hmm. But unless you have signed up for that p- previously and registered an account on that website, then it, it wouldn't have you in there. Okay. Have you tried to... Have you tried to make an account on there? Uh, yeah, which it says it's not active. I tried to do that too, and it says I already have an account. Okay. Okay. Is it saying that your enrollment is not active or the account- Yeah. ... is not active? Uh... I don't... Um, let me go back through and do it again and see. I don't know offhand, and I'll see, I'll see what I can't figure out. Um... Okay. Are you trying to get enrolled or what exactly are you trying to do on the website? So I'm just trying to get to see what my benefits are being... is there... coming out of my check, so I'm just trying to figure out what, what, what, what. Okay. Like I said, that specific website is just to get you enrolled and make changes to the enrollment. Um, I'm not- Mm-hmm. ... sure if any of that information would be on there. So I can pull up your file and see e- see if you are enrolled into anything- Okay. ... um, and go from there. Um, what is the last four of your Social? 6702. And your first and last name? Curtis Yonts. And it should have the third on there. I'm not sure if they did that or not. Sometimes they do, sometimes they don't. Okay. I don't see it on there, so I will go ahead and put it on. And then, um, do you mind verifying your address and date of birth? Uh, date of birth's 8/1/81, and then address is going to be 1101 North Burns Avenue, Apartment 3. And that's in Cameron, Texas 76520? Yes. Yes, ma'am. Phone number 254-637-1769? Correct. And then email is gonna be your last name, first name, 86 at gmail? Yes, ma'am. Okay. So you're enrolled into a couple different things, the dental, vision and the VIP p- uh, the VIP Classic medical plan for employee only. Mm-hmm. Mm-hmm. Um, have you received any of the ID cards for that? I don't think so. Okay. Um... I can look those up and email you copies. Okay, if you could do that, that would be great. Um, did you have any specific questions about the plans? Um, like, uh, as far as like medical like if I go to the urgent care, like is it like a co-pay or like what's, what's the deal on that? So... Just like, you know, for... Okay. Um, so this is not major medical. There, there's no- Mm-hmm. ... co-pay plan. Mm-hmm. The way that it works is the insurance is gonna pay us that dollar amount for the different- Mm-hmm. ... benefits. Um- Mm-hmm. ... just to give you a couple examples, like if you were to go, um, to

the emergency room under the plan that you have, they'll cover \$50 a day with a max of two days and then you cover the remainder of the bill. Okay. For urgent care it looks like they'll pay \$50 a day with a max of four days. Um, same thing for like a regular physician's office, they'll cover \$50 a day with a max of four days. Um- Gotcha. There are some other benefits associated with the medical plan that you have, like if you were to be admitted to the hospital, um, there's even some surgical, uh, coverage, ambulance, medical imaging tests, things like that. Um- Mm-hmm. ... and then for prescriptions if it is a covered medication, they would, uh, cover 10, 20 or \$30 of the medication. Okay. Okey-dokey. Sounds good. But yeah, if you could email me the, the cards and that, that'd be great. Yeah. And then- Okay. ... um, I'll also send you a copy of the benefits guide. Um, it goes over all of the plans being offered with your employer. So you'll have to look- Okay. ... for your specific plan. Mm-hmm. But it'll break down like the different benefits associated with it. Okay. Sounds good. And then let's see. And just to remind you, the medical plan that you have is gonna be the VIP Classic. So you can look at- Okay. ... the benefits guide and just look under the VIP Classic and it'll show you the different benefits. Okay. Is there a way I can pull that, uh... is there an app that I can pull that up on, on my phone? Not an app that we offer. Now you might be able to set... I, I don't know if the insurance carrier, like the insurance company has an app. Mm-hmm. Well, I can look at that when I get the card so I... that- Yeah. ... no biggie. All right. Thank you very much. You're welcome. And I'm almost done downloading those, so you should get the email in a, in a couple minutes. Okay. All right. You have a wonderful night. You as well. Thank you. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Oh, oh.

Speaker speaker_2: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Yeah, it's saying my account hasn't been set u- activated.

Speaker speaker_2: Okay. Uh, what website are you on?

Speaker speaker_1: Hold on one second. Stupid AMBER Alert. All right, uh, MyBenefitsCard.com.

Speaker speaker_2: Okay. Have you ever signed up in an account with that website?

Speaker speaker_1: I, I, I thought I did 'cause it's three words, so...

Speaker speaker_2: It's... I'm sorry. It's what?

Speaker speaker_1: So it, it's, it's through my work so it... I, I set it up when... whenever, when I started, but it's saying that it's not active.

Speaker speaker_2: Okay, so that w-... What's the name of the agency that you're with?

Speaker speaker_1: IPS.

Speaker speaker_2: IPS? Okay. So that specific website is to just get you enrolled into benefits, um, and, like, make changes to the enrollment.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: But unless you have signed up for that p- previously and registered an account on that website, then it, it wouldn't have you in there.

Speaker speaker_1: Okay.

Speaker speaker_2: Have you tried to... Have you tried to make an account on there?

Speaker speaker_1: Uh, yeah, which it says it's not active. I tried to do that too, and it says I already have an account.

Speaker speaker_2: Okay. Okay. Is it saying that your enrollment is not active or the account-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... is not active?

Speaker speaker_1: Uh... I don't... Um, let me go back through and do it again and see. I don't know offhand, and I'll see, I'll see what I can't figure out. Um...

Speaker speaker_2: Okay. Are you trying to get enrolled or what exactly are you trying to do on the website?

Speaker speaker_1: So I'm just trying to get to see what my benefits are being... is there... coming out of my check, so I'm just trying to figure out what, what, what, what.

Speaker speaker_2: Okay. Like I said, that specific website is just to get you enrolled and make changes to the enrollment. Um, I'm not-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... sure if any of that information would be on there. So I can pull up your file and see e- see if you are enrolled into anything-

Speaker speaker_1: Okay.

Speaker speaker_2: ... um, and go from there. Um, what is the last four of your Social?

Speaker speaker_1: 6702.

Speaker speaker_2: And your first and last name?

Speaker speaker_1: Curtis Yonts. And it should have the third on there. I'm not sure if they did that or not. Sometimes they do, sometimes they don't.

Speaker speaker_2: Okay. I don't see it on there, so I will go ahead and put it on. And then, um, do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, date of birth's 8/1/81, and then address is going to be 1101 North Burns Avenue, Apartment 3.

Speaker speaker_2: And that's in Cameron, Texas 76520?

Speaker speaker_1: Yes. Yes, ma'am.

Speaker speaker_2: Phone number 254-637-1769?

Speaker speaker_1: Correct.

Speaker speaker_2: And then email is gonna be your last name, first name, 86 at gmail?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. So you're enrolled into a couple different things, the dental, vision and the VIP p- uh, the VIP Classic medical plan for employee only.

Speaker speaker_1: Mm-hmm. Mm-hmm.

Speaker speaker_2: Um, have you received any of the ID cards for that?

Speaker speaker_1: I don't think so.

Speaker speaker_2: Okay.

Speaker speaker_1: Um...

Speaker speaker_2: I can look those up and email you copies.

Speaker speaker_1: Okay, if you could do that, that would be great.

Speaker speaker_2: Um, did you have any specific questions about the plans?

Speaker speaker_1: Um, like, uh, as far as like medical like if I go to the urgent care, like is it like a co-pay or like what's, what's the deal on that?

Speaker speaker_2: So...

Speaker speaker_1: Just like, you know, for...

Speaker speaker_2: Okay. Um, so this is not major medical. There, there's no-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... co-pay plan.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: The way that it works is the insurance is gonna pay us that dollar amount for the different-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... benefits. Um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... just to give you a couple examples, like if you were to go, um, to the emergency room under the plan that you have, they'll cover \$50 a day with a max of two days and then you cover the remainder of the bill.

Speaker speaker_1: Okay.

Speaker speaker_2: For urgent care it looks like they'll pay \$50 a day with a max of four days. Um, same thing for like a regular physician's office, they'll cover \$50 a day with a max of four days. Um-

Speaker speaker_1: Gotcha.

Speaker speaker_2: There are some other benefits associated with the medical plan that you have, like if you were to be admitted to the hospital, um, there's even some surgical, uh, coverage, ambulance, medical imaging tests, things like that. Um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... and then for prescriptions if it is a covered medication, they would, uh, cover 10, 20 or \$30 of the medication.

Speaker speaker_1: Okay. Okey-dokey. Sounds good. But yeah, if you could email me the, the cards and that, that'd be great.

Speaker speaker_2: Yeah. And then-

Speaker speaker_1: Okay.

Speaker speaker_2: ... um, I'll also send you a copy of the benefits guide. Um, it goes over all of the plans being offered with your employer. So you'll have to look-

Speaker speaker_1: Okay.

Speaker speaker_2: ... for your specific plan.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: But it'll break down like the different benefits associated with it.

Speaker speaker_1: Okay. Sounds good.

Speaker speaker_2: And then let's see. And just to remind you, the medical plan that you have is gonna be the VIP Classic. So you can look at-

Speaker speaker_1: Okay.

Speaker speaker_2: ... the benefits guide and just look under the VIP Classic and it'll show you the different benefits.

Speaker speaker_1: Okay. Is there a way I can pull that, uh... is there an app that I can pull that up on, on my phone?

Speaker speaker_2: Not an app that we offer. Now you might be able to set... I, I don't know if the insurance carrier, like the insurance company has an app.

Speaker speaker_1: Mm-hmm. Well, I can look at that when I get the card so I... that-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... no biggie. All right. Thank you very much.

Speaker speaker_2: You're welcome. And I'm almost done downloading those, so you should get the email in a, in a couple minutes.

Speaker speaker_1: Okay.

Speaker speaker_2: All right. You have a wonderful night.

Speaker speaker_1: You as well. Thank you.

Speaker speaker_2: Thank you. Bye-bye.