

## **Transcript: VICTORIA**

**Taylor-5446908102361088-4731003894546432**

### **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. I'm just, uh, lookin' for my, uh, identification number for doctor. Okay. Um- Have you not received your ID card? No, I haven't. I actually just started work yesterday and was told that the insurance should, uh, start the same day. So... Okay. I believe you might have been misinformed. It doesn't start the same day that you start work. The coverage becomes active the following Monday of your first payroll deduction, so when it's taken outta your check. I- Um, so let me- I gotcha. Okay. Let me pull up your file and see where we are. Um, what's the name of the agency that you work with? MAU Workforce. Okay. And the last four of your Social? 6167. Gotcha. And your first and last name? Zachary Gerber. And do you mind verifying your address and date of birth? Address is 208 Miller Road, and birthday is December 31st, 1991. Okay. Phone number is 269-340-9703. Yep, that's right. First initial, last name, 1991 at gmail.com is the email. Yep. Okay. Yeah, so it looks like the enrollment is still pending, um- Mm-hmm. ... 'cause we haven't received that first deduction just yet. I know typically when you enroll, it can take up to two weeks before that first deduction is made. So I would just keep an- Okay. ... eye on your pay stubs for this week and next week. Um- Okay. Whenever you do see that deduction paid outta your check for the coverage, the coverage is gonna start that following Monday. Okay. Um, and then once the coverage is active, that's when the policy informa- uh, information and ID cards are made and sent to you. Um, so it does- Right. ... typically take about seven to 10 business days of the coverage being active to get those. Mm-hmm. Um, or it looks like the medical plan you signed up for, the ID card for that one is typically emailed. So keep an eye on your email for that, and then the dental and vision- Okay. ... ID card will be mailed to you. Okay. Mm-hmm. Uh, yeah. I just... I guess they weren't, uh, informed of that as well, or maybe I misunderstood what they told me. Yeah, it's possible. Uh, we mainly... We're like the administrators, so we mainly handle like the enrollment process, so they might not be informed exactly on how it works. Mm-hmm. That's fine. Um, well, thank you for your help. Yes, sir. You have a wonderful day. Thank you. You too. Thank you.

### **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. I'm just, uh, lookin' for my, uh, identification number for doctor.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Um-

Speaker speaker\_1: Have you not received your ID card?

Speaker speaker\_2: No, I haven't. I actually just started work yesterday and was told that the insurance should, uh, start the same day. So...

Speaker speaker\_1: Okay. I believe you might have been misinformed. It doesn't start the same day that you start work. The coverage becomes active the following Monday of your first payroll deduction, so when it's taken outta your check.

Speaker speaker\_2: I-

Speaker speaker\_1: Um, so let me-

Speaker speaker\_2: I gotcha. Okay.

Speaker speaker\_1: Let me pull up your file and see where we are. Um, what's the name of the agency that you work with?

Speaker speaker\_2: MAU Workforce.

Speaker speaker\_1: Okay. And the last four of your Social?

Speaker speaker\_2: 6167.

Speaker speaker\_1: Gotcha. And your first and last name?

Speaker speaker\_2: Zachary Gerber.

Speaker speaker\_1: And do you mind verifying your address and date of birth?

Speaker speaker\_2: Address is 208 Miller Road, and birthday is December 31st, 1991.

Speaker speaker\_1: Okay. Phone number is 269-340-9703.

Speaker speaker\_2: Yep, that's right.

Speaker speaker\_1: First initial, last name, 1991 at gmail.com is the email.

Speaker speaker\_2: Yep.

Speaker speaker\_1: Okay. Yeah, so it looks like the enrollment is still pending, um-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... 'cause we haven't received that first deduction just yet. I know typically when you enroll, it can take up to two weeks before that first deduction is made. So I would just keep an-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... eye on your pay stubs for this week and next week. Um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: Whenever you do see that deduction paid outta your check for the coverage, the coverage is gonna start that following Monday.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, and then once the coverage is active, that's when the policy informa- uh, information and ID cards are made and sent to you. Um, so it does-

Speaker speaker\_2: Right.

Speaker speaker\_1: ... typically take about seven to 10 business days of the coverage being active to get those.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Um, or it looks like the medical plan you signed up for, the ID card for that one is typically emailed. So keep an eye on your email for that, and then the dental and vision-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... ID card will be mailed to you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Uh, yeah. I just... I guess they weren't, uh, informed of that as well, or maybe I misunderstood what they told me.

Speaker speaker\_1: Yeah, it's possible. Uh, we mainly... We're like the administrators, so we mainly handle like the enrollment process, so they might not be informed exactly on how it works.

Speaker speaker\_2: Mm-hmm. That's fine. Um, well, thank you for your help.

Speaker speaker\_1: Yes, sir. You have a wonderful day.

Speaker speaker\_2: Thank you. You too.

Speaker speaker\_1: Thank you.