

Transcript: VICTORIA

Taylor-5464457057058816-4683260387311616

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, ma'am. My name's Phillip Singletary and I'm an employee with, uh, MAU Workforce and- Hi. How can I help? ... I'm trying to see if I... I'm trying to see if I can get, uh, my, uh, benefit card emailed to me. Oh, okay. Um, what is the last four of your Social? Uh, 5201. And I'm sorry, your first and last name again? Phillip Singletary. Uh, let's see. All right. Do you mind verifying your address and date of birth? Uh, date of birth, 7/23/71. Uh, address, 6248 Brownsville Lithia Springs Road, Powder Springs, Georgia 30127. All right. Phone number, 470-650-4416? Correct. And then email is gonna be M, your last name, 49 at gmail.com? Correct. Okay. So, I see that your enrollment is still in a pending status, so it's not yet- Okay. ... active. Um- Okay. ... it will become active the following Monday of the first payroll deduction. Oh, I see. Now, ID cards... Yeah, I'm not sure if it's gonna be next week that that deduction is made or if it's gonna be the following week. I know when you enroll, it can take up to two weeks before you see the first deduction. So I would just- Okay. ... keep a close eye on your pay stubs and whenever you do see that first deduction, just know the coverage will start the following Monday. Okay. Um, now as far as ID cards are concerned, those are not even made until after coverage is, is active. So it typically- Okay. ... takes us at least 72 business hours to have access to that. Um, so it's usually like the Thursday or Friday the coverage becomes active to where we can download a copy and send it to you by email. Okay. Yes, sir. All right. I'll just... I guess I'll just have to wait then. Yes, sir. So whenever you see that deduction, just remember the coverage starts the following Monday. And then, um, the week that it becomes active, you can call us that Thursday or Friday and then we should be able to email you copies. Okay. Uh, while I have you on the phone, um, co-pay for specialty, uh, doctors. What kind of co-pay is that? Um, let's see. So it looks like the plan that you have is the Insure Plus Enhanced. Um, now I know... So with the Insure Plus Enhanced, there's no co-payments or deductibles really. The only thing that does have a co-pay is gonna be your prescriptions. Um- Okay. ... the rest of the benefits, how it works is the insurance is gonna pay us that dollar amount and then you pay the remainder of the bill. Okay. Now, I see here that for a phy- for a physician's office visit, the insurance is gonna pay \$50 of that visit and then you pay the remainder of the bill. Okay. Now I'm not too sure if physician office visits includes specialty, uh, specialty doctors or primary. I'm not sure if it would cover that. It doesn't really specify unfortunately. So once the coverage does become active, you can then reach out to the actual insurance carrier who could verify that for you. Um... Okay. Which, for that plan, the insurance carrier would be American Public Life. Okay. I got their... I see their number right here on the back of this book. Yeah. Now if you try to call right now with your coverage not being active they're gonna have a hard time finding you in the system. Okay. Um, so I can give you numbers for two representatives that handles questions before policies are active if you'd like. I can... I'll just wait. Okay, that's fine.

Um, but yeah, I would just... Like I said once y- once it becomes active, I would just reach out to them and see if that does cover specialty visits. I'm just not too sure- Okay. ... unfortunately. All right. I, I'll just wait. All righty. Well, if you- 'Cause I talked, I talked to MAU... I talked to MAU and they just a- they said I would have to call y'all, see if y'all can send me a ID card to the email. Uh- Yep. ... so... All right. Yeah. Well, once that coverage becomes active, you can just give us a call back and then we should be able to, uh, send those to you. Like I said, it's typically the Thursday or Friday of the coverage being active that we get- Yeah. ... access to it. Okay. All right. Well, thank you. Yes, sir. You have a wonderful day. You too. Bye-bye. Thank you.

Conversation Format

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

Speaker speaker_1: Yes, ma'am. My name's Phillip Singletary and I'm an employee with, uh, MAU Workforce and-

Speaker speaker_0: Hi. How can I help?

Speaker speaker_1: ... I'm trying to see if I... I'm trying to see if I can get, uh, my, uh, benefit card emailed to me.

Speaker speaker_0: Oh, okay. Um, what is the last four of your Social?

Speaker speaker_1: Uh, 5201.

Speaker speaker_0: And I'm sorry, your first and last name again?

Speaker speaker_1: Phillip Singletary.

Speaker speaker_0: Uh, let's see. All right. Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, date of birth, 7/23/71. Uh, address, 6248 Brownsville Lithia Springs Road, Powder Springs, Georgia 30127.

Speaker speaker_0: All right. Phone number, 470-650-4416?

Speaker speaker_1: Correct.

Speaker speaker_0: And then email is gonna be M, your last name, 49 at gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So, I see that your enrollment is still in a pending status, so it's not yet-

Speaker speaker_1: Okay.

Speaker speaker_0: ... active. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... it will become active the following Monday of the first payroll deduction.

Speaker speaker_1: Oh, I see.

Speaker speaker_0: Now, ID cards... Yeah, I'm not sure if it's gonna be next week that that deduction is made or if it's gonna be the following week. I know when you enroll, it can take up to two weeks before you see the first deduction. So I would just-

Speaker speaker_1: Okay.

Speaker speaker_0: ... keep a close eye on your pay stubs and whenever you do see that first deduction, just know the coverage will start the following Monday.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, now as far as ID cards are concerned, those are not even made until after coverage is, is active. So it typically-

Speaker speaker_1: Okay.

Speaker speaker_0: ... takes us at least 72 business hours to have access to that. Um, so it's usually like the Thursday or Friday the coverage becomes active to where we can download a copy and send it to you by email.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right. I'll just... I guess I'll just have to wait then.

Speaker speaker_0: Yes, sir. So whenever you see that deduction, just remember the coverage starts the following Monday. And then, um, the week that it becomes active, you can call us that Thursday or Friday and then we should be able to email you copies.

Speaker speaker_1: Okay. Uh, while I have you on the phone, um, co-pay for specialty, uh, doctors. What kind of co-pay is that?

Speaker speaker_0: Um, let's see. So it looks like the plan that you have is the Insure Plus Enhanced. Um, now I know... So with the Insure Plus Enhanced, there's no co-payments or deductibles really. The only thing that does have a co-pay is gonna be your prescriptions. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the rest of the benefits, how it works is the insurance is gonna pay us that dollar amount and then you pay the remainder of the bill.

Speaker speaker_1: Okay.

Speaker speaker_0: Now, I see here that for a phy- for a physician's office visit, the insurance is gonna pay \$50 of that visit and then you pay the remainder of the bill.

Speaker speaker_1: Okay.

Speaker speaker_0: Now I'm not too sure if physician office visits includes specially, uh, specialty doctors or primary. I'm not sure if it would cover that. It doesn't really specify unfortunately. So once the coverage does become active, you can then reach out to the actual insurance carrier who could verify that for you. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: Which, for that plan, the insurance carrier would be American Public Life.

Speaker speaker_1: Okay. I got their... I see their number right here on the back of this book.

Speaker speaker_0: Yeah. Now if you try to call right now with your coverage not being active they're gonna have a hard time finding you in the system.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, so I can give you numbers for two representatives that handles questions before policies are active if you'd like.

Speaker speaker_1: I can... I'll just wait.

Speaker speaker_0: Okay, that's fine. Um, but yeah, I would just... Like I said once y- once it becomes active, I would just reach out to them and see if that does cover specialty visits. I'm just not too sure-

Speaker speaker_1: Okay.

Speaker speaker_0: ... unfortunately.

Speaker speaker_1: All right. I, I'll just wait.

Speaker speaker_0: All righty. Well, if you-

Speaker speaker_1: 'Cause I talked, I talked to MAU... I talked to MAU and they just a- they said I would have to call y'all, see if y'all can send me a ID card to the email. Uh-

Speaker speaker_0: Yep.

Speaker speaker_1: ... so...

Speaker speaker_0: All right. Yeah. Well, once that coverage becomes active, you can just give us a call back and then we should be able to, uh, send those to you. Like I said, it's typically the Thursday or Friday of the coverage being active that we get-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... access to it.

Speaker speaker_1: Okay. All right. Well, thank you.

Speaker speaker_0: Yes, sir. You have a wonderful day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Thank you.