

Transcript: VICTORIA

Taylor-5614152453931008-4513303883366400

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? Yes, um, I was curious to how, how does this card work as far as like medical? Okay. Um- Like w- I'm sorry. Go ahead. So like if I, if I hurt my shoulder, like what do I do to? Do you not have your ID card? What do you mean ID card? You should have received an ID card if you're enrolled- Okay. ... into coverage. Right. So I got one for vision. I had one for dental which I have no idea where it went. Okay. Um- So, but I don't know if there's like, was I supposed to get one for health or...? Yeah. Yes, sir. If you're enrolled into medical you should have received an ID card. Let me pull up your file. What's the name of the agency you're with? Uh, Innovative Stack Solutions. Okay. And the last four of your Social? 1813. 1813? 33. Oh, okay. And your first and last name? Audie, A-U-D-I-E Spencer. All right. And do you mind verifying your address and date of birth? 1352 South Garden Drive, Terre Haute, Indiana, 92173. Phone number is going to be 917-8116. That's correct. Okay. And then I have email as, uh, G-A-U-D-I-E, the artist, @gmail.com. That's correct. Okay. So the medical plan you're enrolled into, uh, the ID card for that is typically emailed to you. Um, did you never receive an email? No. Uh, the only email I got is this one I'm looking at right now and it says, it just talks about the activation. Benefits in the Card activation successful. Okay. So I, but I don't have anything that's like, you know, download the card or anything like that. Okay. I can send you copies of your ID cards to your email address. Okay. And I could just like save those? Yes, sir. Like, like in my photos or something like that? Is that, is that what I do with the...? You can save them or print them out, however you want to. Um, they should work the same either way. Okay. Yep. Give me just a few seconds if you will. I'm gonna look up all your ID cards and email those real quick. Okay. I'll be right back. And so like can I just ask you a quick question? Sure. So like I hurt my shoulder. How do I like... I just don't know what to do, I guess. You can, you can go ahead and do the email. I'm sorry for holding you up. No, you're fine. Um, I'm working on it, um, while talking to you. So as far as like if you were to go to a physician's office, um- Uh-huh. ... the insurance will pay \$50 of that visit and you just pay the remainder of the bill. So you would just find a, a provider that accepts the coverage and then once you go to the appointment show them your ID card. Um, and then, like I said, for visi- for a physician's office the insurance will pay \$50 of the, the visit. Okay. You mean like \$50 for the consultation or something? Is that what you mean? Yeah. Just, so the information I have here it, it's just for a physician's office visit they'll cover \$50 of it. Okay. Mm-hmm. Was that the only question you had? Yeah. I just wanted to know what to do if I needed to go get my shoulder looked at. Okay. And in the email that I'm gonna send to you it'll have instructions on how to find providers as well. Okay. There will uh, be like a, a website that you can go onto or a phone number that you can call. Okay. Give me just a few more seconds. I'm almost done downloading them. Okay. So I just went

ahead and sent you copies of the medical, dental and vision, so you have all three. Okay. So it should be coming to you here in a few seconds. There we go. I just received it. Okay. Thank you very much. Yes, sir. Did you need help with anything else? No, ma'am. All righty. Thank you for answering questions. I appreciate you. Yes, sir. Have a good day. You too. You have a good rest of your day. Thank you. Bye-bye. 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: Yes, um, I was curious to how, how does this card work as far as like medical?

Speaker speaker_1: Okay. Um-

Speaker speaker_2: Like w- I'm sorry.

Speaker speaker_1: Go ahead.

Speaker speaker_2: So like if I, if I hurt my shoulder, like what do I do to?

Speaker speaker_1: Do you not have your ID card?

Speaker speaker_2: What do you mean ID card?

Speaker speaker_1: You should have received an ID card if you're enrolled-

Speaker speaker_2: Okay.

Speaker speaker_1: ... into coverage.

Speaker speaker_2: Right. So I got one for vision. I had one for dental which I have no idea where it went.

Speaker speaker_1: Okay. Um-

Speaker speaker_2: So, but I don't know if there's like, was I supposed to get one for health or...?

Speaker speaker_1: Yeah. Yes, sir. If you're enrolled into medical you should have received an ID card. Let me pull up your file. What's the name of the agency you're with?

Speaker speaker_2: Uh, Innovative Stack Solutions.

Speaker speaker_1: Okay. And the last four of your Social?

Speaker speaker_2: 1813.

Speaker speaker_1: 1813?

Speaker speaker_2: 33.

Speaker speaker_1: Oh, okay. And your first and last name?

Speaker speaker_2: Audie, A-U-D-I-E Spencer.

Speaker speaker_1: All right. And do you mind verifying your address and date of birth?

Speaker speaker_2: 1352 South Garden Drive, Terre Haute, Indiana, 92173.

Speaker speaker_1: Phone number is going to be 917-8116.

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay. And then I have email as, uh, G-A-U-D-I-E, the artist, @gmail.com.

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay. So the medical plan you're enrolled into, uh, the ID card for that is typically emailed to you. Um, did you never receive an email?

Speaker speaker_2: No. Uh, the only email I got is this one I'm looking at right now and it says, it just talks about the activation. Benefits in the Card activation successful.

Speaker speaker_1: Okay.

Speaker speaker_2: So I, but I don't have anything that's like, you know, download the card or anything like that.

Speaker speaker_1: Okay. I can send you copies of your ID cards to your email address.

Speaker speaker_2: Okay. And I could just like save those?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Like, like in my photos or something like that? Is that, is that what I do with the...?

Speaker speaker_1: You can save them or print them out, however you want to. Um, they should work the same either way.

Speaker speaker_2: Okay.

Speaker speaker_1: Yep. Give me just a few seconds if you will. I'm gonna look up all your ID cards and email those real quick.

Speaker speaker_2: Okay.

Speaker speaker_1: I'll be right back.

Speaker speaker_2: And so like can I just ask you a quick question?

Speaker speaker_1: Sure.

Speaker speaker_2: So like I hurt my shoulder. How do I like... I just don't know what to do, I guess. You can, you can go ahead and do the email. I'm sorry for holding you up.

Speaker speaker_1: No, you're fine. Um, I'm working on it, um, while talking to you. So as far as like if you were to go to a physician's office, um-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... the insurance will pay \$50 of that visit and you just pay the remainder of the bill. So you would just find a, a provider that accepts the coverage and then once you go to the appointment show them your ID card. Um, and then, like I said, for visi- for a physician's office the insurance will pay \$50 of the, the visit.

Speaker speaker_2: Okay. You mean like \$50 for the consultation or something? Is that what you mean?

Speaker speaker_1: Yeah. Just, so the information I have here it, it's just for a physician's office visit they'll cover \$50 of it.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm. Was that the only question you had?

Speaker speaker_2: Yeah. I just wanted to know what to do if I needed to go get my shoulder looked at.

Speaker speaker_1: Okay. And in the email that I'm gonna send to you it'll have instructions on how to find providers as well.

Speaker speaker_2: Okay.

Speaker speaker_1: There will uh, be like a, a website that you can go onto or a phone number that you can call.

Speaker speaker_2: Okay.

Speaker speaker_1: Give me just a few more seconds. I'm almost done downloading them. Okay. So I just went ahead and sent you copies of the medical, dental and vision, so you have all three.

Speaker speaker_2: Okay.

Speaker speaker_1: So it should be coming to you here in a few seconds.

Speaker speaker_2: There we go. I just received it.

Speaker speaker_1: Okay.

Speaker speaker_2: Thank you very much.

Speaker speaker_1: Yes, sir. Did you need help with anything else?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: All righty.

Speaker speaker_2: Thank you for answering questions. I appreciate you.

Speaker speaker_1: Yes, sir. Have a good day.

Speaker speaker_2: You too. You have a good rest of your day.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Thank you. Bye-bye.