

Transcript: VICTORIA

Taylor-5683751552073728-6294705134419968

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, I'm, I was wondering if, uh, I could sign up for you guys's, uh, benefits. Okay. Uh, let me take a look and see. What's the name of the agency you work for? Uh, Verstellla. Okay. And the last four of your Social? 8772. And your first and last name? Uh, Timothy Fahey. I'm sorry, what is your first and last name? Timothy Fahey. Hello? Okay, I'm sorry. I, there's some background. I got the first name, Timothy. What was the last name? Uh, Fahey. Oh, okay. And do you mind verifying your address and date of birth? 1211 175th Place, Portland, Oregon 97233. Birthday is going to be January 6th 1998. I'm sorry, what was the date of birth? Hello? Hello? Can you hear me? Sorry- Hello? ... it sounds like we have a bad connection. I just didn't get your date of birth. Uh, 01-18-1998. Gotcha. And then phone number 971-378-5387? What was that? Phone number 971-378-5387? Yes. And email is first and last name 45 at gmail.com? Yes. Okay. Um, so I see that, yes, you are enrolled into... Excuse me, into a few different things. The, um, FreeRx, term life, VI- VIP, uh, standard bundle, IDexperts, dental and vision for employee plus spouse, and then the short-term disability for yourself. Awesome. I don't have 78 cents. I don't have 78 cents on me. Hold on one second. I think I'm... I think I got it in my car. I'll be right back. Um, yes. That, uh, that is correct. Hello? Okay. Yeah, so I do see that you're enrolled and it looks like the coverage is active for this week. It just became active last week it looks like. Okay. So you should be getting ID cards soon. Um, it typically takes about seven to 10 business days to get the ID cards. Mm-hmm. Um, so the vision and dental will be mailed to you. The ID card for your VIP standard medical plan is typically emailed to you. Mm-hmm. And then you also should get a email from FreeRx with instructions on how to... Um. ... use... Sorry. Sorry. Uh, is it, um, also is it... I just want to make sure. Is it both me and another person, correct, on there? Yes. It's for employee plus spouse, for the exception of the short-term disability which you can only get for yourself. Okay. And then does the medical and dental and vision stuff cover, cover for my spouse as well or just me? Yes. So again, the FreeRx, the term life, the VIP standard medical, IDexperts, dental and vision are all for you and your spouse. Okay. The only thing that's for employee only is the short-term disability. Okay. And then, um, also, so it... How, how, what, can I... Sorry, English is hard today. Um, what, is there, like, to be able to use it right now 'cause it is active? Yes. It's currently active. Okay. Uh, how do I go about getting my information on, on being able to use that? Yeah. So, um, as I was saying earlier, uh, the majority of your ID cards should be on the way in the mail to you. But I can look up your ID cards and see if we have digital copies, and I can email those to you. That would be great. Okay. Um, and then just to let you know as well, you should have also received an email for FreeRx and how to register your account with them. Okay. Um, is it, is it possible... I, I don't think I got that email. Is it possible I can get another email about that

too, please? Um, I'm, I wouldn't be able to send the original email 'cause that's sent directly from FreeRx. But I can send you, like, basic instructions on how to, uh, register your account. Okay. Yeah, that would be great. Okay. Sorry for making everything so difficult for you right now. I'm currently on lunch and trying to figure everything out at the same time. No worries. I understand. Um, give me just a few moments, if you will. I'm gonna look those up and I'll be right back. Okay. All righty, thank you so much for holding. So I just sent you two separate emails, one, uh, with your ID cards that co- also comes with instructions on how to find, like, in-network providers. Uh-huh. And then, um, another email for the FreeRx registration. Okay. Yes, sir. Did you need help with anything else? Uh, nope. Okay. You have a wonderful day. Thank you. Thank you, you too. Thank you. Bye-bye. 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: Hi, I'm, I was wondering if, uh, I could sign up for you guys's, uh, benefits.

Speaker speaker_1: Okay. Uh, let me take a look and see. What's the name of the agency you work for?

Speaker speaker_2: Uh, Verstella.

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

Speaker speaker_2: 8772.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Uh, Timothy Fahey.

Speaker speaker_1: I'm sorry, what is your first and last name?

Speaker speaker_2: Timothy Fahey. Hello?

Speaker speaker_1: Okay, I'm sorry. I, there's some background. I got the first name, Timothy. What was the last name?

Speaker speaker_2: Uh, Fahey.

Speaker speaker_1: Oh, okay. And do you mind verifying your address and date of birth?

Speaker speaker_2: 1211 175th Place, Portland, Oregon 97233. Birthday is going to be January 6th 1998.

Speaker speaker_1: I'm sorry, what was the date of birth? Hello?

Speaker speaker_2: Hello? Can you hear me?

Speaker speaker_1: Sorry-

Speaker speaker_2: Hello?

Speaker speaker_1: ... it sounds like we have a bad connection. I just didn't get your date of birth.

Speaker speaker_2: Uh, 01-18-1998.

Speaker speaker_1: Gotcha. And then phone number 971-378-5387?

Speaker speaker_2: What was that?

Speaker speaker_1: Phone number 971-378-5387?

Speaker speaker_2: Yes.

Speaker speaker_1: And email is first and last name 45 at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so I see that, yes, you are enrolled into... Excuse me, into a few different things. The, um, FreeRx, term life, VI- VIP, uh, standard bundle, IDexperts, dental and vision for employee plus spouse, and then the short-term disability for yourself.

Speaker speaker_2: Awesome. I don't have 78 cents. I don't have 78 cents on me. Hold on one second. I think I'm... I think I got it in my car. I'll be right back. Um, yes. That, uh, that is correct. Hello?

Speaker speaker_1: Okay. Yeah, so I do see that you're enrolled and it looks like the coverage is active for this week. It just became active last week it looks like.

Speaker speaker_2: Okay.

Speaker speaker_1: So you should be getting ID cards soon. Um, it typically takes about seven to 10 business days to get the ID cards.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, so the vision and dental will be mailed to you. The ID card for your VIP standard medical plan is typically emailed to you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then you also should get a email from FreeRx with instructions on how to...

Speaker speaker_2: Um.

Speaker speaker_1: ... use...

Speaker speaker_2: Sorry. Sorry. Uh, is it, um, also is it... I just want to make sure. Is it both me and another person, correct, on there?

Speaker speaker_1: Yes. It's for employee plus spouse, for the exception of the short-term disability which you can only get for yourself.

Speaker speaker_2: Okay. And then does the medical and dental and vision stuff cover, cover for my spouse as well or just me?

Speaker speaker_1: Yes. So again, the FreeRx, the term life, the VIP standard medical, IDexperts, dental and vision are all for you and your spouse.

Speaker speaker_2: Okay.

Speaker speaker_1: The only thing that's for employee only is the short-term disability.

Speaker speaker_2: Okay. And then, um, also, so it... How, how, what, can I... Sorry, English is hard today. Um, what, is there, like, to be able to use it right now 'cause it is active?

Speaker speaker_1: Yes. It's currently active.

Speaker speaker_2: Okay. Uh, how do I go about getting my information on, on being able to use that?

Speaker speaker_1: Yeah. So, um, as I was saying earlier, uh, the majority of your ID cards should be on the way in the mail to you. But I can look up your ID cards and see if we have digital copies, and I can email those to you.

Speaker speaker_2: That would be great.

Speaker speaker_1: Okay. Um, and then just to let you know as well, you should have also received an email for FreeRx and how to register your account with them.

Speaker speaker_2: Okay. Um, is it, is it possible... I, I don't think I got that email. Is it possible I can get another email about that too, please?

Speaker speaker_1: Um, I'm, I wouldn't be able to send the original email 'cause that's sent directly from FreeRx. But I can send you, like, basic instructions on how to, uh, register your account.

Speaker speaker_2: Okay. Yeah, that would be great.

Speaker speaker_1: Okay.

Speaker speaker_2: Sorry for making everything so difficult for you right now. I'm currently on lunch and trying to figure everything out at the same time.

Speaker speaker_1: No worries. I understand. Um, give me just a few moments, if you will. I'm gonna look those up and I'll be right back.

Speaker speaker_2: Okay.

Speaker speaker_1: All righty, thank you so much for holding. So I just sent you two separate emails, one, uh, with your ID cards that co- also comes with instructions on how to find, like, in-network providers.

Speaker speaker_3: Uh-huh.

Speaker speaker_1: And then, um, another email for the FreeRx registration.

Speaker speaker_3: Okay.

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

Speaker speaker_3: Uh, nope.

Speaker speaker_1: Okay. You have a wonderful day.

Speaker speaker_3: Thank you. Thank you, you too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_3: Bye-bye.