

Transcript: VICTORIA

Taylor-5764610039791616-6182288361570304

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? Uh, hi, Victoria. Um, I signed up, uh, just very recently and I'm, uh, with iCore Systems, uh, through, uh, uh, Versitela. I do not know what information to provide, uh, the doctor or my dentist, so that I- Have you received- ... that I... What's that? Have you received your, uh, ID card? No, not even now. What's the name of the agency you work for? It's V-E-R-S-T-E-L-A, V-E-R-S-T-E-L-A, Versitela. Okay. And the last four of your Social? 2853. 2853? That's right. Okay. And your first and last name? Nitin Kataria. I'm sorry? Nitin Kataria. Okay. Do you mind verifying your address and date of birth? 0988756617 Northeast Marina Court, Hillsboro, Oregon 97124. 97124? Yeah. Okay. Phone number 503-704-9972? Mm-hmm. Mm-hmm. And email is gonna be firstnamelastnameqr@gmail.com? At gmail, yeah. Yeah. I mean, if you want the work email, that can be available too, but it's fine. Okay. I... Is, is the email we have a good email address for you to receive- Yeah, that's a good email. Yeah. Yeah. Yeah, that's fine. I'm getting notifications- Okay. ... from you guys. So- Okay. So I can look- You know, I... Uh, I was told to call you guys so, you know, I can, you know, uh, provide to the doctor because, uh, you know, I'm already paying for it, uh, from the paycheck, so I didn't know what to provide to the doctor, though. Yeah. So ID cards are not made and sent to you until the coverage is active, and it looks like your coverage just became active last week. So the ID cards are probably on the way to you in the mail. Mm-hmm. That might be why- Okay. ... you haven't received them just yet. Now, I can look up digital copies and email them to you. Um... Okay. Okay. But just to let you know, it looks like your coverage is not currently active for this week because we didn't receive a payroll deduction last week for the coverage. Uh, okay. Well, that's fine. So either way, you can at least email me with the card, right? Or you have to- Yes, sir. I'm, I'm looking up your ID cards right now. No problem. What, what, what is the... So do I say Benefits in a Card insurance, or? So what is the company, or what do I... You know, like I say Cigna, but I pay... All of the information is gonna be on the ID card, and that's what you hand to the provider. But the name of the insurance- Oh, okay. ... carrier for your dental is American Public Life. Okay. Okay. Yeah, but like I said, all of that information and everything that they would need is on- Yeah. ... this ID card, so you just- Mm-hmm. ... hand it to them. Oh, okay. Yeah. I had to go for a... Well, I, um, I don't know, I, I just wanted to have kind of a, a check-up, uh, uh, for my regular health, but I think you are telling me everything is on the card. Yes, sir. Like, so the name of the insurance carrier, all your policy numbers, everything that the, the doctor would need is gonna be on this ID card. Okay. Thank you. Yeah. Give me just a few seconds. Let me look those up really quick and I will be right back with you. Okay. All righty. Thank you so much for holding. So, it looks- Yeah, please. It looks like I was able to- Mm-hmm. ... get your dental and your vision ID card. However, I'm still waiting on the medical

ID card. For some reason- Uh-huh. Okay. ... we don't have that just yet. So what- Okay. ... I'm going to do is I'm going to reach out and see if I can get access to the medical ID card and then send that to you when I have it. Okay. No problem. Yeah. I, you know, I'm fine. Just, uh, you know, have some stuff, uh, I wanted to take care of that all. Um, so I mean, I want, want to make sure my, uh, you know, providers have the information, that's all. Unless... Right? And, um, so the prescriptions also is sent separately? The prescriptions? Uh, the prescription information is typically on your medical ID card, which is the one that I'm missing right now. Okay. So, um... Okay. All right. Once I get- So you'll send this by email? ... access to the... I'm sorry? Can you send this by email? Yes. I sent the dental and the vision to your email and then as soon as I get access to the medical ID card, I'm going to also send that to your email. Okay. All right. Thank you so much. It's very- You're welcome. Do you need help with anything else? No, nothing. I just, uh... So I just have to let them know about, uh, these cards, right? That's all, once I get them, correct? And I, I can use, you said the dental you have sent already to my email? Yeah, the dental, the dental and- Okay. ... your vision ID card I sent to you. Okay. That's be, that was really good. Thank you so much. I appreciate it for helping me. You're welcome. You have a wonderful day. Okay. You too. Thank you. 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: Uh, hi, Victoria. Um, I signed up, uh, just very recently and I'm, uh, with iCore Systems, uh, through, uh, uh, Versitela. I do not know what information to provide, uh, the doctor or my dentist, so that I-

Speaker speaker_1: Have you received-

Speaker speaker_2: ... that I... What's that?

Speaker speaker_1: Have you received your, uh, ID card?

Speaker speaker_2: No, not even now.

Speaker speaker_1: What's the name of the agency you work for?

Speaker speaker_2: It's V-E-R-S-T-E-L-A, V-E-R-S-T-E-L-A, Versitela.

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

Speaker speaker_2: 2853.

Speaker speaker_1: 2853?

Speaker speaker_2: That's right.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Nitin Kataria.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Nitin Kataria.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: 0988756617 Northeast Marina Court, Hillsboro, Oregon 97124.

Speaker speaker_1: 97124?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Phone number 503-704-9972?

Speaker speaker_2: Mm-hmm. Mm-hmm.

Speaker speaker_1: And email is gonna be firstnamelastnameqr@gmail.com?

Speaker speaker_2: At gmail, yeah. Yeah. I mean, if you want the work email, that can be available too, but it's fine.

Speaker speaker_1: Okay. I... Is, is the email we have a good email address for you to receive-

Speaker speaker_2: Yeah, that's a good email. Yeah. Yeah. Yeah, that's fine. I'm getting notifications-

Speaker speaker_1: Okay.

Speaker speaker_2: ... from you guys. So-

Speaker speaker_1: Okay. So I can look-

Speaker speaker_2: You know, I... Uh, I was told to call you guys so, you know, I can, you know, uh, provide to the doctor because, uh, you know, I'm already paying for it, uh, from the paycheck, so I didn't know what to provide to the doctor, though.

Speaker speaker_1: Yeah. So ID cards are not made and sent to you until the coverage is active, and it looks like your coverage just became active last week. So the ID cards are probably on the way to you in the mail.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: That might be why-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you haven't received them just yet. Now, I can look up digital copies and email them to you. Um...

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: But just to let you know, it looks like your coverage is not currently active for this week because we didn't receive a payroll deduction last week for the coverage.

Speaker speaker_2: Uh, okay. Well, that's fine. So either way, you can at least email me with the card, right? Or you have to-

Speaker speaker_1: Yes, sir. I'm, I'm looking up your ID cards right now.

Speaker speaker_2: No problem. What, what, what is the... So do I say Benefits in a Card insurance, or? So what is the company, or what do I... You know, like I say Cigna, but I pay...

Speaker speaker_1: All of the information is gonna be on the ID card, and that's what you hand to the provider. But the name of the insurance-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... carrier for your dental is American Public Life.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Yeah, but like I said, all of that information and everything that they would need is on-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... this ID card, so you just-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... hand it to them.

Speaker speaker_2: Oh, okay. Yeah. I had to go for a... Well, I, um, I don't know, I, I just wanted to have kind of a, a check-up, uh, uh, for my regular health, but I think you are telling me everything is on the card.

Speaker speaker_1: Yes, sir. Like, so the name of the insurance carrier, all your policy numbers, everything that the, the doctor would need is gonna be on this ID card.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Yeah. Give me just a few seconds. Let me look those up really quick and I will be right back with you.

Speaker speaker_2: Okay.

Speaker speaker_1: All righty. Thank you so much for holding. So, it looks-

Speaker speaker_2: Yeah, please.

Speaker speaker_1: It looks like I was able to-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... get your dental and your vision ID card. However, I'm still waiting on the medical ID card. For some reason-

Speaker speaker_2: Uh-huh. Okay.

Speaker speaker_1: ... we don't have that just yet. So what-

Speaker speaker_2: Okay.

Speaker speaker_1: ... I'm going to do is I'm going to reach out and see if I can get access to the medical ID card and then send that to you when I have it.

Speaker speaker_2: Okay. No problem. Yeah. I, you know, I'm fine. Just, uh, you know, have some stuff, uh, I wanted to take care of that all. Um, so I mean, I want, want to make sure my, uh, you know, providers have the information, that's all. Unless... Right? And, um, so the prescriptions also is sent separately? The prescriptions?

Speaker speaker_1: Uh, the prescription information is typically on your medical ID card, which is the one that I'm missing right now.

Speaker speaker_2: Okay.

Speaker speaker_1: So, um...

Speaker speaker_2: Okay. All right.

Speaker speaker_1: Once I get-

Speaker speaker_2: So you'll send this by email?

Speaker speaker_1: ... access to the... I'm sorry?

Speaker speaker_2: Can you send this by email?

Speaker speaker_1: Yes. I sent the dental and the vision to your email and then as soon as I get access to the medical ID card, I'm going to also send that to your email.

Speaker speaker_2: Okay. All right. Thank you so much. It's very-

Speaker speaker_1: You're welcome. Do you need help with anything else?

Speaker speaker_2: No, nothing. I just, uh... So I just have to let them know about, uh, these cards, right? That's all, once I get them, correct? And I, I can use, you said the dental you have sent already to my email?

Speaker speaker_1: Yeah, the dental, the dental and-

Speaker speaker_2: Okay.

Speaker speaker_1: ... your vision ID card I sent to you.

Speaker speaker_2: Okay. That's be, that was really good. Thank you so much. I appreciate it for helping me.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: Okay. You too. Thank you. Bye.

Speaker speaker_1: Bye-bye.