

Transcript: VICTORIA

Taylor-5866186887086080-5476222781308928

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? Hey, Victoria. I'm a new employee. I just wanna make sure I got, uh, coverage. Okay. What's the name of the agency you work for? Uh, Widener. Okay. And the last four of your Social? 6867. And your first and last name? John Jordan. Do you mind verifying your address and date of birth? Okay. It's, uh, 3659 Victoria Manor Drive, Apartment 106, Lakeland, Florida 33805. Birthday, 12/7/65. Okay. It looks like I have 170 North Peachtree Street, Apartment Six in Norcross, Georgia. That's, that's my old address. Okay. My mom's. So, it should be 3659 Victoria Manor Drive? Yep. Apartment 10... Yeah. Apartment 106? Uh-huh. And you said that's Lakeland, Florida... One-Three, three- What was the zip code? 33805. Okay. And then phone number 404-713-7173? Correct. Okay. And email is jordan7173@gmail.com? Perfect. Okay. So, I do see you're enrolled into a couple different things, the Free Rx, the MEC Stay Healthy, the Group Accident, Dental, uh, Short-Term Disability, Critical Illness, Term Life- Mm-hmm. ... Vision, uh, the VIP Classic and the Behavioral Health for just yourself. Mm-hmm. Um, so you are enrolled. The coverage is not yet active, because we haven't received the first payroll deduction just yet. Okay. But once that deduction is made out of your check, the coverage will start the following Monday. So, probably this Monday coming up? Um, I don't have a specific date when that deduction will be made. I know it can take about one to two weeks for the first deduction to be made after you enroll. Okay. So, I would just keep an eye on your pay stub for next week, and possibly the following week. Okay. So, um, I'm sorry, I didn't catch your name. Victoria. Victoria. So, Victoria, uh, I'm not covered at th- this moment, right? Correct. Your coverage is not active. Okay. All right. So, I ha-... I just have to wait, I guess? Yes, sir. Once you see that deduction being made on your check, the coverage will start the following Monday. Okay. Um, do you send out health cards? Uh, so once the coverage is active, uh, that's when the policy information is being made, so it typically takes about 7 to 10 business days to get the ID cards. Okay. So, that's another week? Mm-hmm. Okay. Um, is there anything else I need to know? Uh, not that I can think of. Do you have any other questions for me? No. I think you answered 'em. I think, uh, once the first payroll deduction is made, then I'm covered. I guess I'm just calling a little bit earlier. Right? Yeah. Like I said, once you see that first deduction being made out of your check, the coverage will start the following Monday. So, what insurance do I have? What's...? So, the majority of your plans, like the VIP Classic, Term Life, Critical Illness, Short-Term Disability, Dental- Got it. ... and Group Accident, all of those policies are with American Public Life. American Public Life? So, if I, if I get on my computer and, like, look for a primary c- you know, care doctor, um, it's for that, right? So, you would need the name of the network. Um, so the name of the network is MultiPlan. And you can either go onto their website, multiplan.com, or you can call them and

they can help you find a provider. Okay. Is there any way you could, like, email that to me? Sure. Thanks. That's, uh, very helpful. Yes, sir. Was there anything else? No. If you send me the email, that would be... that'd be awesome. Okay. I'll also include instructions on how to find dental and, um, vision providers, 'cause it's gonna be different for all three. Oh, really? Okay. Yes, sir. Yeah, yeah. So, if you s-... That'd be great. If you send that to me, be really helpful. All righty. Just sent that off, so you should get it here in a few seconds. Uh, was there anything else? No. You did awesome. Thank you so much. Very helpful. Yes, sir. You have a wonderful day. Yep. You too. Thank you. Bye-bye. All right, 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: Hey, Victoria. I'm a new employee. I just wanna make sure I got, uh, coverage.

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

Speaker speaker_2: Uh, Widener.

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

Speaker speaker_2: 6867.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: John Jordan.

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

Speaker speaker_2: Okay. It's, uh, 3659 Victoria Manor Drive, Apartment 106, Lakeland, Florida 33805. Birthday, 12/7/65.

Speaker speaker_1: Okay. It looks like I have 170 North Peachtree Street, Apartment Six in Norcross, Georgia.

Speaker speaker_2: That's, that's my old address.

Speaker speaker_1: Okay.

Speaker speaker_2: My mom's.

Speaker speaker_1: So, it should be 3659 Victoria Manor Drive?

Speaker speaker_2: Yep. Apartment 10... Yeah.

Speaker speaker_1: Apartment 106?

Speaker speaker_2: Uh-huh.

Speaker speaker_1: And you said that's Lakeland, Florida... One-

Speaker speaker_2: Three, three-

Speaker speaker_1: What was the zip code?

Speaker speaker_2: 33805.

Speaker speaker_1: Okay. And then phone number 404-713-7173?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. And email is jordan7173@gmail.com?

Speaker speaker_2: Perfect.

Speaker speaker_1: Okay. So, I do see you're enrolled into a couple different things, the Free Rx, the MEC Stay Healthy, the Group Accident, Dental, uh, Short-Term Disability, Critical Illness, Term Life-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... Vision, uh, the VIP Classic and the Behavioral Health for just yourself.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, so you are enrolled. The coverage is not yet active, because we haven't received the first payroll deduction just yet.

Speaker speaker_2: Okay.

Speaker speaker_1: But once that deduction is made out of your check, the coverage will start the following Monday.

Speaker speaker_2: So, probably this Monday coming up?

Speaker speaker_1: Um, I don't have a specific date when that deduction will be made. I know it can take about one to two weeks for the first deduction to be made after you enroll.

Speaker speaker_2: Okay.

Speaker speaker_1: So, I would just keep an eye on your pay stub for next week, and possibly the following week.

Speaker speaker_2: Okay. So, um, I'm sorry, I didn't catch your name.

Speaker speaker_1: Victoria.

Speaker speaker_2: Victoria. So, Victoria, uh, I'm not covered at th- this moment, right?

Speaker speaker_1: Correct. Your coverage is not active.

Speaker speaker_2: Okay. All right. So, I ha-... I just have to wait, I guess?

Speaker speaker_1: Yes, sir. Once you see that deduction being made on your check, the coverage will start the following Monday.

Speaker speaker_2: Okay. Um, do you send out health cards?

Speaker speaker_1: Uh, so once the coverage is active, uh, that's when the policy information is being made, so it typically takes about 7 to 10 business days to get the ID cards.

Speaker speaker_2: Okay. So, that's another week?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay. Um, is there anything else I need to know?

Speaker speaker_1: Uh, not that I can think of. Do you have any other questions for me?

Speaker speaker_2: No. I think you answered 'em. I think, uh, once the first payroll deduction is made, then I'm covered. I guess I'm just calling a little bit earlier. Right?

Speaker speaker_1: Yeah. Like I said, once you see that first deduction being made out of your check, the coverage will start the following Monday.

Speaker speaker_2: So, what insurance do I have? What's...?

Speaker speaker_1: So, the majority of your plans, like the VIP Classic, Term Life, Critical Illness, Short-Term Disability, Dental-

Speaker speaker_2: Got it.

Speaker speaker_1: ... and Group Accident, all of those policies are with American Public Life.

Speaker speaker_2: American Public Life? So, if I, if I get on my computer and, like, look for a primary c- you know, care doctor, um, it's for that, right?

Speaker speaker_1: So, you would need the name of the network. Um, so the name of the network is MultiPlan. And you can either go onto their website, multiplan.com, or you can call them and they can help you find a provider.

Speaker speaker_2: Okay. Is there any way you could, like, email that to me?

Speaker speaker_1: Sure.

Speaker speaker_2: Thanks. That's, uh, very helpful.

Speaker speaker_1: Yes, sir. Was there anything else?

Speaker speaker_2: No. If you send me the email, that would be... that'd be awesome.

Speaker speaker_1: Okay. I'll also in- include instructions on how to find dental and, um, vision providers, 'cause it's gonna be different for all three.

Speaker speaker_2: Oh, really? Okay.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Yeah, yeah. So, if you s-... That'd be great. If you send that to me, be really helpful.

Speaker speaker_1: All righty. Just sent that off, so you should get it here in a few seconds. Uh, was there anything else?

Speaker speaker_2: No. You did awesome. Thank you so much. Very helpful.

Speaker speaker_1: Yes, sir. You have a wonderful day.

Speaker speaker_2: Yep. You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: All right, bye.