

Transcript: VICTORIA

Taylor-6097093397757952-6350724957126656

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello. Um, I just had a quick question. For those with benefits, when would- Yeah. I guess when should we be expecting like any like, um, cards or paperwork with our insurance information on it? So ID cards are not made and sent until after the coverage is active. Um, which typically takes about seven to 10 business days of the coverage being active to get. Now I know depending on the medical plan that you chose, if you did to- choose to enroll into a medical, sometimes they're emailed to you versus being sent out by mail. Um, but your- to find out if your coverage is active or not, that's just based on, um, if it's been taken outta your check. So whenever you see- Oh. ... the first deduction being made outta your check, the coverage starts the following Monday. Okay. Yeah. I just... I just saw it come out for the first time, um, today, so I was just... I was just curious, like, uh, I guess a timeframe as to when, or I guess how you guys send out the cards and whatnot. Okay. So if you just saw a deduction today then that would make the coverage active this following Monday, the 31st. So we should have access to the ID cards, um, earliest I would say Thursday or Friday of next week. And we can email you digital copies. Um, but other... I mean besides that, they will send ID cards to you seven to 10 d- business days from the date it becomes active, which for you it sounds like it would be the 31st. Okay. And that's that. All right. Cool. That's all I needed. Thank you. Mm-hmm. You have a wonderful day. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hello. Um, I just had a quick question. For those with benefits, when would-

Speaker speaker_0: Yeah.

Speaker speaker_1: I guess when should we be expecting like any like, um, cards or paperwork with our insurance information on it?

Speaker speaker_0: So ID cards are not made and sent until after the coverage is active. Um, which typically takes about seven to 10 business days of the coverage being active to get. Now I know depending on the medical plan that you chose, if you did to- choose to enroll into a medical, sometimes they're emailed to you versus being sent out by mail. Um, but your- to find out if your coverage is active or not, that's just based on, um, if it's been taken outta your

check. So whenever you see-

Speaker speaker_1: Oh.

Speaker speaker_0: ... the first deduction being made outta your check, the coverage starts the following Monday.

Speaker speaker_1: Okay. Yeah. I just... I just saw it come out for the first time, um, today, so I was just... I was just curious, like, uh, I guess a timeframe as to when, or I guess how you guys send out the cards and whatnot.

Speaker speaker_0: Okay. So if you just saw a deduction today then that would make the coverage active this following Monday, the 31st. So we should have access to the ID cards, um, earliest I would say Thursday or Friday of next week. And we can email you digital copies. Um, but other... I mean besides that, they will send ID cards to you seven to 10 d- business days from the date it becomes active, which for you it sounds like it would be the 31st.

Speaker speaker_1: Okay.

Speaker speaker_0: And that's that.

Speaker speaker_1: All right. Cool. That's all I needed. Thank you.

Speaker speaker_0: Mm-hmm. You have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.