

Transcript: VICTORIA

Taylor-6341309602775040-5996228744101888

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 am a member, um, with Benefits on a Card. Um, but I'm confused. I got a, I got an email the other day, um, with all my information and everything. But is it only a virtual insurance? Uh- And I have to do like online and stuff? No, it depends on what you're enrolled into. Let me pull up your file. Okay. What is the name of the agency you work for? Acuforce. And the last four of your social? 0513. Something that I did it... I was on vacation when I had it re- when I originally did it. I think I may have done it incorrectly. Okay. And your first and last name? Jeannie Sidoti. Do you mind verifying your address and date of birth? 909 Center Street, Morristown, Tennessee 111160. Gotcha. It looks like I have a different address. I have 1740 Holdway Street. That's very old. I, I put my new address on when I registered. That's a very old address. It's 909 Center Street. C-E-N-T-E-R. I've changed it, like, numerous times. Okay. That's in Morristown, Tennessee. What's the zip code again? Tennessee 37813. Okay. Phone number 423-307-9206? Yes. And then email is- That's me. Uh- Sidoti, jeannie@gmail.com. Oh, no. It was jsidoti1160. J-S-I-D-O-T-I 1160. Okay. I have both emails on file. Okay, okay. That's fine. They're both good. Gotcha. So, I see you have a couple different things. You do have the virtual primary care, but you also have the VIP Classic Medical Plan. Um, you have FreeRx, you have group accident, dental, short-term- Right. ... disability, critical illness, term life, vision- Mm-hmm. ... uh, the ID experts and behavioral health. So you do have a medical plan that has in-person, um, visits when you go to the office. Oh, okay. So how do I go about using that? Do you not have your ID card? I didn't get anything. Okay. Um, so it looks like last week it just became active, so the ID card should be coming to you shortly. Typically- Okay. ... the medical ID card is emailed, uh, and the dental and vision are sent by mail. But either way, I can look up copies and send them to you. Yes, I would appreciate it. Okay. Give me just a few seconds. Let me look all that up and I'll be right back. No problem. No problem. Thank you so much for holding. So I just sent all your ID cards to you. Beautiful. Okay. Um, and so is it normal to have benefits in a bag and the, uh, benefits in a box and the, um, V- VIP? Or did I double insure? I'm sorry, what was your question? Did I double insure by doing the benefits in a box and the VIP? The benefits in a box, I'm not sure what that is. Uh, ben- whatever that is, that whatever. Uh, my benefits that I have, the- You mean the virtual care? ... benefits on both there? Yeah. Is that normal to have both? I mean, that's... You can. It's just the virtual primary care is just virtual visits, so that's completely up to you. The VIP Classic doesn't come with virtual visits. Oh, okay. So I did over... All right, so how long do I have until I can change it? I wanna just think about it. Um, can I change it? It looks like the open- Yes, you can still make changes. It looks like the open enrollment will end this Friday, so you have until then. Okay. All right. And I contact you guys if, if I wanna do that? Yes, ma'am. Okay. Thank you so much. You're

welcome. Have a good day. You too. 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: Hi. I am a member, um, with Benefits on a Card. Um, but I'm confused. I got a, I got an email the other day, um, with all my information and everything. But is it only a virtual insurance?

Speaker speaker_1: Uh-

Speaker speaker_2: And I have to do like online and stuff?

Speaker speaker_1: No, it depends on what you're enrolled into. Let me pull up your file.

Speaker speaker_2: Okay.

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

Speaker speaker_2: Acuforce.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 0513. Something that I did it... I was on vacation when I had it re- when I originally did it. I think I may have done it incorrectly.

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

Speaker speaker_2: Jeannie Sidoti.

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

Speaker speaker_2: 909 Center Street, Morristown, Tennessee 111160.

Speaker speaker_1: Gotcha. It looks like I have a different address. I have 1740 Holdway Street.

Speaker speaker_2: That's very old. I, I put my new address on when I registered. That's a very old address. It's 909 Center Street. C-E-N-T-E-R. I've changed it, like, numerous times.

Speaker speaker_1: Okay. That's in Morristown, Tennessee. What's the zip code again?

Speaker speaker_2: Tennessee 37813.

Speaker speaker_1: Okay. Phone number 423-307-9206?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email is-

Speaker speaker_2: That's me.

Speaker speaker_1: Uh-

Speaker speaker_2: Sidoti, jeannie@gmail.com. Oh, no. It was jsidoti1160. J-S-I-D-O-T-I 1160.

Speaker speaker_1: Okay. I have both emails on file.

Speaker speaker_2: Okay, okay. That's fine. They're both good.

Speaker speaker_1: Gotcha. So, I see you have a couple different things. You do have the virtual primary care, but you also have the VIP Classic Medical Plan. Um, you have FreeRx, you have group accident, dental, short-term-

Speaker speaker_2: Right.

Speaker speaker_1: ... disability, critical illness, term life, vision-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... uh, the ID experts and behavioral health. So you do have a medical plan that has in-person, um, visits when you go to the office.

Speaker speaker_2: Oh, okay. So how do I go about using that?

Speaker speaker_1: Do you not have your ID card?

Speaker speaker_2: I didn't get anything.

Speaker speaker_1: Okay. Um, so it looks like last week it just became active, so the ID card should be coming to you shortly. Typically-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the medical ID card is emailed, uh, and the dental and vision are sent by mail. But either way, I can look up copies and send them to you.

Speaker speaker_2: Yes, I would appreciate it.

Speaker speaker_1: Okay. Give me just a few seconds. Let me look all that up and I'll be right back.

Speaker speaker_2: No problem. No problem.

Speaker speaker_1: Thank you so much for holding. So I just sent all your ID cards to you.

Speaker speaker_2: Beautiful. Okay. Um, and so is it normal to have benefits in a bag and the, uh, benefits in a box and the, um, V- VIP? Or did I double insure?

Speaker speaker_1: I'm sorry, what was your question?

Speaker speaker_2: Did I double insure by doing the benefits in a box and the VIP?

Speaker speaker_1: The benefits in a box, I'm not sure what that is.

Speaker speaker_2: Uh, ben- whatever that is, that whatever. Uh, my benefits that I have, the-

Speaker speaker_1: You mean the virtual care?

Speaker speaker_2: ... benefits on both there? Yeah. Is that normal to have both?

Speaker speaker_1: I mean, that's... You can. It's just the virtual primary care is just virtual visits, so that's completely up to you. The VIP Classic doesn't come with virtual visits.

Speaker speaker_2: Oh, okay. So I did over... All right, so how long do I have until I can change it? I wanna just think about it. Um, can I change it?

Speaker speaker_1: It looks like the open- Yes, you can still make changes. It looks like the open enrollment will end this Friday, so you have until then.

Speaker speaker_2: Okay. All right. And I contact you guys if, if I wanna do that?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Thank you. Bye-bye.