

## **Transcript: VICTORIA**

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### **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? Yeah, how can I help? And I was wondering if, if I have to use my card, how would I use it? Um, have you received your ID card? No, I haven't. Okay. Um, so ID cards are typically, uh, made and sent to you within 7 to 10 business days of the coverage being active. Um, you would just need to present that ID card to your doctor. Um, now, I do know that, uh, for some of the medical plans we offer, you would have to stay in network. And then, of course, the dental and vision, you definitely have to stay in network. So you just wanna make sure you find a provider in the network. Yeah. So how do I get my card if I haven't got one yet? Okay. Um, I can try and look up copies and email them to you if they're available. What's the name of the agency you work for? Um, well, is it like... I'm going through a staffing agency. I don't know if it's through the staffing or if it, it's through the real job. Yeah, I'm asking about the staffing agency. Uh, it's Time Staffing. Okay. And the last four of your Social? Uh, 6298. And then your first and last name. Sorry. Um, Angelita. Do you mind verifying your address and date of birth? March 15th, 2000 and, uh, uh, I don't know what address they have on file, but 1017 South Main Street, Apartment 14, Bowling Green, Ohio 43402. I might have a different one. Yeah. It looks like I have a different address. I have 955 North Prospect Street. North Prospect? Yeah, yeah, that was my old address. Okay. That's probably why you haven't gotten your ID card. What is your current address, so I can update that? 1017 South Main Street, Apartment 14, Bowling Green, Ohio 43402. Great. And phone number 419-265-2321? Yes, ma'am. All right, and then email is just gonna be, uh, first and last name, 2552 at Gmail. Yes, ma'am. Okay. Um, give me just a few seconds so I can look up that ID card and email it to you. But I'm also seeing that your coverage is not currently active for this week. Yeah. Why is that? We didn't receive a payroll deduction for it. Um, so the deduction that would've been made for this week would've come out of last week's check. Okay. And, uh, how do I, how do I correct that? Well, at this point, the only way to make this week active is if you make a direct payment for it over the phone. Oh, no. If I could activate it next week, that would be fine, or what? If, if we get to- So I see that it, it's- ... the payroll- ... already... Yeah, so you don't have to activate it. The w- the way that it works is that bas-...duction that are made on your check. So whenever you see a deduction come out of your check, it provides coverage for the following week. And I'm seeing we already received a deduction for next week, so it's gonna be active starting the 13th. Okay. Just wanted to let you know that for this week, it's not currently active. Okay. But w- why didn't it all get deducted? That, I don't know, sir. That you'll have to speak to your payroll department. Typically, what happens is I, I know if you're not working for a week or if you're off on an assignment and you don't receive pay, that's the main reason. And in that case, the only way to make the coverage active is to call us to make the payment. Okay. That's probably

what it was, 'cause we had a Christmas break and p- and the New Year's. Yeah. So like I said, you pay for this coverage weekly, and it's typically taken out of your paycheck. So if there's ever a week where you're not working or you're off on an assignment, whatever the reason, if you're not working and that deduction is not made out of a paycheck, it's not going to be active. So the only way to make it active is to call us and make a direct payment. Okay. But I am downloading your ID card and I am sending that to your email. Was there anything else that you might need help with? No, ma'am. So- All right. ... uh, there, there's no way to get an actual ID card? Like, it has to be the email one? No, I, I'm, um, I'm also updating your address. We just had the wrong address, so that's why you didn't get it originally. Um, I'm gonna put in a request for it mailed to you, which will take about 7 to 10 business days. Okay. Was there anything else you had questions on? No, ma'am. All righty. You have a wonderful day. You too. Thank you. 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: Yeah, how can I help? And I was wondering if, if I have to use my card, how would I use it?

Speaker speaker\_1: Um, have you received your ID card?

Speaker speaker\_2: No, I haven't.

Speaker speaker\_1: Okay. Um, so ID cards are typically, uh, made and sent to you within 7 to 10 business days of the coverage being active. Um, you would just need to present that ID card to your doctor. Um, now, I do know that, uh, for some of the medical plans we offer, you would have to stay in network. And then, of course, the dental and vision, you definitely have to stay in network. So you just wanna make sure you find a provider in the network.

Speaker speaker\_2: Yeah. So how do I get my card if I haven't got one yet?

Speaker speaker\_1: Okay. Um, I can try and look up copies and email them to you if they're available. What's the name of the agency you work for?

Speaker speaker\_2: Um, well, is it like... I'm going through a staffing agency. I don't know if it's through the staffing or if it, it's through the real job.

Speaker speaker\_1: Yeah, I'm asking about the staffing agency.

Speaker speaker\_2: Uh, it's Time Staffing.

Speaker speaker\_1: Okay. And the last four of your Social?

Speaker speaker\_2: Uh, 6298.

Speaker speaker\_1: And then your first and last name.

Speaker speaker\_2: Sorry. Um, Angelita.

Speaker speaker\_1: Do you mind verifying your address and date of birth?

Speaker speaker\_2: March 15th, 2000 and, uh, uh, I don't know what address they have on file, but 1017 South Main Street, Apartment 14, Bowling Green, Ohio 43402. I might have a different one.

Speaker speaker\_1: Yeah. It looks like I have a different address. I have 955 North Prospect Street.

Speaker speaker\_2: North Prospect? Yeah, yeah, that was my old address.

Speaker speaker\_1: Okay. That's probably why you haven't gotten your ID card. What is your current address, so I can update that?

Speaker speaker\_2: 1017 South Main Street, Apartment 14, Bowling Green, Ohio 43402.

Speaker speaker\_1: Great. And phone number 419-265-2321?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All right, and then email is just gonna be, uh, first and last name, 2552 at Gmail.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. Um, give me just a few seconds so I can look up that ID card and email it to you. But I'm also seeing that your coverage is not currently active for this week.

Speaker speaker\_2: Yeah. Why is that?

Speaker speaker\_1: We didn't receive a payroll deduction for it. Um, so the deduction that would've been made for this week would've come out of last week's check.

Speaker speaker\_2: Okay. And, uh, how do I, how do I correct that?

Speaker speaker\_1: Well, at this point, the only way to make this week active is if you make a direct payment for it over the phone.

Speaker speaker\_2: Oh, no. If I could activate it next week, that would be fine, or what? If, if we get to-

Speaker speaker\_1: So I see that it, it's-

Speaker speaker\_2: ... the payroll-

Speaker speaker\_1: ... already... Yeah, so you don't have to activate it. The way that it works is that bas-...duction that are made on your check. So whenever you see a deduction come out of your check, it provides coverage for the following week. And I'm seeing we already received a deduction for next week, so it's gonna be active starting the 13th.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Just wanted to let you know that for this week, it's not currently active.

Speaker speaker\_2: Okay. But w- why didn't it all get deducted?

Speaker speaker\_1: That, I don't know, sir. That you'll have to speak to your payroll department. Typically, what happens is I, I know if you're not working for a week or if you're off on an assignment and you don't receive pay, that's the main reason. And in that case, the only way to make the coverage active is to call us to make the payment.

Speaker speaker\_2: Okay. That's probably what it was, 'cause we had a Christmas break and p- and the New Year's.

Speaker speaker\_1: Yeah. So like I said, you pay for this coverage weekly, and it's typically taken out of your paycheck. So if there's ever a week where you're not working or you're off on an assignment, whatever the reason, if you're not working and that deduction is not made out of a paycheck, it's not going to be active. So the only way to make it active is to call us and make a direct payment.

Speaker speaker\_2: Okay.

Speaker speaker\_1: But I am downloading your ID card and I am sending that to your email. Was there anything else that you might need help with?

Speaker speaker\_2: No, ma'am. So-

Speaker speaker\_1: All right.

Speaker speaker\_2: ... uh, there, there's no way to get an actual ID card? Like, it has to be the email one?

Speaker speaker\_1: No, I, I'm, um, I'm also updating your address. We just had the wrong address, so that's why you didn't get it originally. Um, I'm gonna put in a request for it mailed to you, which will take about 7 to 10 business days.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Was there anything else you had questions on?

Speaker speaker\_2: No, ma'am.

Speaker speaker\_1: All righty. You have a wonderful day.

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_1: Thank you. Bye-bye.