

Transcript: VICTORIA

Taylor-6723469452951552-6229419968872448

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. My name is Christopher Amaro. Um, I am an employee with, um, Superior Skilled Trades and we had tried... Uh, one of our d- our daughters were sick today and we gave them the insurance card and they said that it wasn't valid anymore. Is, is that because we need new cards for the new, uh, Benefits in a Card or how, how exactly is that working? Yeah. So Superior Skilled Trades is a new client of ours. So if you're using the ID cards from the insurance you previously had, that would make sense why they say it's no longer active, 'cause it's with different carriers now. Um- Okay. ... let me pull up your file though. What's the last four of your social? 6507. Do you mind verifying your address and date of birth? 903 Highway 183, Refugio, Texas 78377. Uh, date of birth is November 19th, 1989. Okay. Phone number 361-318-2272? That's correct. Okay. And then email is gonna be first and last name, then number 10@yahoo.com. Yes, ma'am. Okay. I can look up your ID cards and email those to you. But a few things before I do that. I see that we're still missing, um, let's see, looks like we're actually missing all of the dependents, so your spouse and children. And we also don't have the beneficiary listed for you, for the term life. Okay. So if I go online- Do you have your dependents' information on hand? Uh, I'll have to round them all up. Um, I usually get everything from my wife every time we, uh, sign up for insurance. Um- Okay. Can I do it on- Do you at least have their names? Yeah, I got their names. Okay. Yeah, 'cause if you at least have their names and their date of births, I can go ahead and list that, and then you can just call us back with the socials. Now, the website that you were asking about, the My Benefits, the mybiac.com website, I'm just not too sure if there is a way for you to add the dependents. There might be. Okay. I'm not sure, though. Okay. Let me, uh- But if you at least have their names and date of births, they're partially listed. Okay. No, I have my wife right here. Let me see if she has it right now. Can you give her- Okay. ... the girls' names, socials? Yeah. Give me one second. Let me pull it up. Okay. Did he, uh, so our first kid you told her name or no? Our first kid... Let me go ahead and put you down because I don't even have you as a dependent. Okay. Thank you. What's your name? Kami, K-A-M-I. All right. So K-A-M-I. Yes, ma'am. And is it the same last name? Yes, ma'am. All right. What's your date of birth? 9/10/89. And your social? It's 638148738. All right. And then the first child's name? Let's see. Hold on, trying to think, see who I pull up first here. Um, it's Kynleight, K-Y-N-L-E-I-G-H, Carroll, C-A-R-R-O-L-L. Her date of birth is 10/4/2011. Do you mind spelling her last name one more time for me? No, of course. C-A-R-R-O-L-L. Gotcha. And then social? 855-74-4470. Let me just make sure I spelled the first name correct. K-Y-N-L-E-I-G-H? Yes, ma'am. Okay, perfect. And then who's next? Kyra, K-Y-R-A... And her last name is Amaro. All right. And date of birth? June 17th, 2019. And then social? 773-89-3302. Is that everybody? I have one more. Okay. It's gonna be Casey, K-A-C-E-Y Amaro. And her date of birth is June 17th, 2024. And

then social? 285-976-191. All right. That's awesome. Everyone has, uh, all names with K. That's pretty cool. Yeah. All right. Let me- Okay. ... go ahead and look up the ID cards really quick, and I will be right back. Okay. Sounds good. Hi. Hello. Yeah. Yeah. Mm-hmm. Hello. Hello? What are you doing? That's it. Alrighty, thank you so much for holding. So, I was able to send the medical and the dental ID card- Mm-hmm. ... uh, to your- to his email, but I'm still- Okay. ... waiting on the vision, so I'm gonna have to follow up with his vision ID card. Okay. And then, this is like a completely different plan? 'Cause I know a lot of the stuff that- for my girls that nothing was covered. Like their doctors and- Yes, so we just started administering medical insurance for his employer- Okay. ... so it's gonna be with different carriers and the coverage is different as well. Okay. Okay. Um, I can... Let's see. I can send the benefits guide to you guys, as well as include what plans y- y'all are enrolled into, um- Yeah. That helps. ... so you know what to look for. Yes, ma'am. Pretty please do that. Okay. Give me one second. Let me put something together. Okay. Yeah. That's under your gun. Okay. And then I'm also missing a beneficiary for his term life. Um, do you mind if I speak with him so I can get the, uh, beneficiary named? Yes, of course. Okay. It's gonna be, uh, my wife, Cameron. Okay, gotcha. Let's see. Let's see. Okay. And I was telling her as well, I was able to go ahead and send the medical and the dental cards to you. For some reason I'm still waiting on the vision, so I will follow up with you when I get that and I get it sent to you. Okay. Um, and then I just also sent you a copy of the benefits guide that goes over basically all the plans being offered now through your employer. And I included in the body of the email the plans that you're specifically enrolled into and the coverage level for that as well. Okay. That's another question we had, but we'll, uh, we'll wait till we get that package, the packet, because, um, I don't know, it just kinda seemed like we were paying but we're still having to pay quite a bit out of pocket. Yeah, so this is... I, I know that what's being offered is not major medical, so it's not gonna cover a large portion of the medical bills. Um, basically how it works with us is... Specifically for the medical plan that you have, the VIP Classic, the insurance is gonna pay a set dollar amount and then you pay the remainder of the bill. So just to kinda give you an example, if you go to the emergency room under your medical plan they're only gonna cover \$50 per day with a max of two days. Oh, okay. Are we getting a medical plan or no? Well, she's gonna send the packet. You're gonna send the packet through email or through the mail? Through email. Everything's sent to your email. And then like I said, once I get that vision ID card I'm gonna send that to you t- by email as well and then just give you a call to let you know I sent it once I get it. Okay, perfect. We'll probably be changing our plan as soon as we get that email. Okay. Um, I know it looks like... Let me check one other thing. So any type of changes that might need to be made to the enrollment you'll need to do so either on or before the 30th of, uh, this month, May. Okay, perfect. Okay. Was there anything else you might need help with? No, that's it. Okay. All righty. You have a wonderful night. All right, you too. Thank you. 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: Hi, Victoria. My name is Christopher Amaro. Um, I am an employee with, um, Superior Skilled Trades and we had tried... Uh, one of our d- our daughters were sick today and we gave them the insurance card and they said that it wasn't valid anymore. Is, is that because we need new cards for the new, uh, Benefits in a Card or how, how exactly is that working?

Speaker speaker_0: Yeah. So Superior Skilled Trades is a new client of ours. So if you're using the ID cards from the insurance you previously had, that would make sense why they say it's no longer active, 'cause it's with different carriers now. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... let me pull up your file though. What's the last four of your social?

Speaker speaker_1: 6507.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: 903 Highway 183, Refugio, Texas 78377. Uh, date of birth is November 19th, 1989.

Speaker speaker_0: Okay. Phone number 361-318-2272?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. And then email is gonna be first and last name, then number 10@yahoo.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. I can look up your ID cards and email those to you. But a few things before I do that. I see that we're still missing, um, let's see, looks like we're actually missing all of the dependents, so your spouse and children. And we also don't have the beneficiary listed for you, for the term life.

Speaker speaker_1: Okay. So if I go online-

Speaker speaker_0: Do you have your dependents' information on hand?

Speaker speaker_1: Uh, I'll have to round them all up. Um, I usually get everything from my wife every time we, uh, sign up for insurance. Um-

Speaker speaker_0: Okay.

Speaker speaker_1: Can I do it on-

Speaker speaker_0: Do you at least have their names?

Speaker speaker_1: Yeah, I got their names.

Speaker speaker_0: Okay. Yeah, 'cause if you at least have their names and their date of births, I can go ahead and list that, and then you can just call us back with the socials. Now, the website that you were asking about, the My Benefits, the mybiac.com website, I'm just not

too sure if there is a way for you to add the dependents. There might be.

Speaker speaker_1: Okay.

Speaker speaker_0: I'm not sure, though.

Speaker speaker_1: Okay. Let me, uh-

Speaker speaker_0: But if you at least have their names and date of births, they're partially listed.

Speaker speaker_1: Okay. No, I have my wife right here. Let me see if she has it right now. Can you give her-

Speaker speaker_0: Okay.

Speaker speaker_1: ... the girls' names, socials?

Speaker speaker_2: Yeah. Give me one second. Let me pull it up.

Speaker speaker_0: Okay.

Speaker speaker_2: Did he, uh, so our first kid you told her name or no?

Speaker speaker_1: Our first kid...

Speaker speaker_0: Let me go ahead and put you down because I don't even have you as a dependent.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_0: What's your name?

Speaker speaker_2: Kami, K-A-M-I.

Speaker speaker_0: All right. So K-A-M-I.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: And is it the same last name?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: All right. What's your date of birth?

Speaker speaker_2: 9/10/89.

Speaker speaker_0: And your social?

Speaker speaker_2: It's 638148738.

Speaker speaker_0: All right. And then the first child's name?

Speaker speaker_2: Let's see. Hold on, trying to think, see who I pull up first here. Um, it's Kynleight, K-Y-N-L-E-I-G-H, Carroll, C-A-R-R-O-L-L. Her date of birth is 10/4/2011.

Speaker speaker_0: Do you mind spelling her last name one more time for me?

Speaker speaker_2: No, of course. C-A-R-R-O-L-L.

Speaker speaker_0: Gotcha. And then social?

Speaker speaker_2: 855-74-4470.

Speaker speaker_0: Let me just make sure I spelled the first name correct. K-Y-N-L-E-I-G-H?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: Okay, perfect. And then who's next?

Speaker speaker_2: Kyra, K-Y-R-A... And her last name is Amaro.

Speaker speaker_0: All right. And date of birth?

Speaker speaker_2: June 17th, 2019.

Speaker speaker_0: And then social?

Speaker speaker_2: 773-89-3302.

Speaker speaker_0: Is that everybody?

Speaker speaker_2: I have one more.

Speaker speaker_0: Okay.

Speaker speaker_2: It's gonna be Casey, K-A-C-E-Y Amaro. And her date of birth is June 17th, 2024.

Speaker speaker_0: And then social?

Speaker speaker_3: 285-976-191.

Speaker speaker_0: All right. That's awesome. Everyone has, uh, all names with K. That's pretty cool.

Speaker speaker_3: Yeah .

Speaker speaker_0: All right. Let me-

Speaker speaker_3: Okay.

Speaker speaker_0: ... go ahead and look up the ID cards really quick, and I will be right back.

Speaker speaker_3: Okay. Sounds good. Hi.

Speaker speaker_4: Hello.

Speaker speaker_3: Yeah. Yeah. Mm-hmm. Hello. Hello?

Speaker speaker_5: What are you doing?

Speaker speaker_6: That's it.

Speaker speaker_0: Alrighty, thank you so much for holding. So, I was able to send the medical and the dental ID card-

Speaker speaker_3: Mm-hmm.

Speaker speaker_0: ... uh, to your- to his email, but I'm still-

Speaker speaker_3: Okay.

Speaker speaker_0: ... waiting on the vision, so I'm gonna have to follow up with his vision ID card.

Speaker speaker_3: Okay. And then, this is like a completely different plan? 'Cause I know a lot of the stuff that- for my girls that nothing was covered. Like their doctors and-

Speaker speaker_0: Yes, so we just started administering medical insurance for his employer-

Speaker speaker_3: Okay.

Speaker speaker_0: ... so it's gonna be with different carriers and the coverage is different as well.

Speaker speaker_3: Okay. Okay.

Speaker speaker_0: Um, I can... Let's see. I can send the benefits guide to you guys, as well as include what plans y- y'all are enrolled into, um-

Speaker speaker_3: Yeah. That helps.

Speaker speaker_0: ... so you know what to look for.

Speaker speaker_3: Yes, ma'am. Pretty please do that.

Speaker speaker_0: Okay. Give me one second. Let me put something together.

Speaker speaker_3: Okay.

Speaker speaker_7: Yeah. That's under your gun.

Speaker speaker_0: Okay. And then I'm also missing a beneficiary for his term life. Um, do you mind if I speak with him so I can get the, uh, beneficiary named?

Speaker speaker_8: Yes, of course.

Speaker speaker_0: Okay.

Speaker speaker_9: It's gonna be, uh, my wife, Cameron.

Speaker speaker_0: Okay, gotcha. Let's see. Let's see. Okay. And I was telling her as well, I was able to go ahead and send the medical and the dental cards to you. For some reason I'm still waiting on the vision, so I will follow up with you when I get that and I get it sent to you.

Speaker speaker_9: Okay.

Speaker speaker_0: Um, and then I just also sent you a copy of the benefits guide that goes over basically all the plans being offered now through your employer. And I included in the body of the email the plans that you're specifically enrolled into and the coverage level for that as well.

Speaker speaker_9: Okay. That's another question we had, but we'll, uh, we'll wait till we get that package, the packet, because, um, I don't know, it just kinda seemed like we were paying but we're still having to pay quite a bit out of pocket.

Speaker speaker_0: Yeah, so this is... I, I know that what's being offered is not major medical, so it's not gonna cover a large portion of the medical bills. Um, basically how it works with us is... Specifically for the medical plan that you have, the VIP Classic, the insurance is gonna pay a set dollar amount and then you pay the remainder of the bill. So just to kinda give you an example, if you go to the emergency room under your medical plan they're only gonna cover \$50 per day with a max of two days.

Speaker speaker_9: Oh, okay.

Speaker speaker_8: Are we getting a medical plan or no?

Speaker speaker_9: Well, she's gonna send the packet. You're gonna send the packet through email or through the mail?

Speaker speaker_0: Through email. Everything's sent to your email. And then like I said, once I get that vision ID card I'm gonna send that to you t- by email as well and then just give you a call to let you know I sent it once I get it.

Speaker speaker_9: Okay, perfect. We'll probably be changing our plan as soon as we get that email.

Speaker speaker_0: Okay. Um, I know it looks like... Let me check one other thing. So any type of changes that might need to be made to the enrollment you'll need to do so either on or before the 30th of, uh, this month, May.

Speaker speaker_9: Okay, perfect.

Speaker speaker_0: Okay. Was there anything else you might need help with?

Speaker speaker_9: No, that's it.

Speaker speaker_0: Okay. All righty. You have a wonderful night.

Speaker speaker_9: All right, you too. Thank you.

Speaker speaker_0: Thank you. Bye-bye.