

Transcript: Chris Sofield

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Full Transcript

Hello? Hello? Hello. Thank you for calling Benefits in a Card. This is Chris, how can I help you today? How you doing, Chris? My name is Jonathan Brown. Um, I have a... Well, maybe three weeks ago or two weeks ago, uh, I accepted this insurance through my job which is, uh, Verselli. Uh, I have a question for you. Do you guys mail out a medical card, uh, a medical card or something? Um, it depends on the policy that you selected. If you enrolled into the MEC StayHealthy plan, then you would get a physical card by default. But if you enrolled into the VIP plan instead, um, then they send... The insurance carrier for that plan sends the ID card by email by default. They don't send a physical card normally. All right. 'Cause I'm trying to see, 'cause I never got this card, so that's what I'm trying to see. Okay. But I did enroll into the VIP plan, so that was the top plan, right? I'll have to take a look in... at your file to see what you're enrolled into. Uh, what's the last four of your social? Uh, 2824. All right, Mr. Brown. Could you verify your address and your date of birth for me? 5715 West West End Avenue, Chicago, Illinois, 60644, Apartment 1. And what else did you need? Uh, your date of birth. 01/30/76. Thank you. Phone number I have on file is 773-703-3812. Is that correct? Yes. Okay. So, taking a look at your file, yeah, I do show that you're enrolled into the... into VIP+ bundle along with dental and vision. Um, now, it could possibly just be that it's just a little bit of- it's just a little bit more processing time, um, because it typically takes one to two weeks after a policy's effective date for any ID cards to arrive. And we're still- Right. ... within the middle of that first week. Mm-hmm. So- Okay. So, ID cards could, could show up, uh, by the end of next week at the latest. Okay. 'Cause I was trying to see, you say you in the middle of the first week, but they start taking out... This like, this will be the third week they done start taking out of my check already. So, so, uh, to clarify, it takes one to two weeks after the policy's effective date, so we're in the middle of that first week after the effective date. Okay, okay. I'm just- Your effective date was last Monday. Okay. All right, I was just trying to make sure because I even went on the website, you know, when they... and I was trying to see, like, uh, you know, they show you like you can talk to the doctors via video or whatever, blah, blah, blah. But I was trying to see if it was, like, a online card, but I still didn't see it, so that's what made me call you guys tonight. I understand. So, that card will come from my employer? Uh, it... No, it would come from the insurance company. Um, in this case, it would come from American Public Life and like I said- Okay. ... it may, um... Your, your medical card mo- um, w- sorry, your medical card may be an email copy sent from them. Uh, so I would say- Okay. ... just keep an, uh, keep an eye out on your email inbox just to make sure that, um- Okay. ... just to make sure you don't miss that. If, like I said, if you haven't gotten anything by the end of next week at the latest, give us another call and we'll take another look and then see what's going on. All right, thanks. No problem. Anything else? No, that's it. All right. Thanks again for calling and have a good day. You too. All right.

Conversation Format

Speaker speaker_0: Hello? Hello?

Speaker speaker_1: Hello. Thank you for calling Benefits in a Card. This is Chris, how can I help you today?

Speaker speaker_0: How you doing, Chris? My name is Jonathan Brown. Um, I have a... Well, maybe three weeks ago or two weeks ago, uh, I accepted this insurance through my job which is, uh, Verselli. Uh, I have a question for you. Do you guys mail out a medical card, uh, a medical card or something?

Speaker speaker_1: Um, it depends on the policy that you selected. If you enrolled into the MEC StayHealthy plan, then you would get a physical card by default. But if you enrolled into the VIP plan instead, um, then they send... The insurance carrier for that plan sends the ID card by email by default. They don't send a physical card normally.

Speaker speaker_0: All right. 'Cause I'm trying to see, 'cause I never got this card, so that's what I'm trying to see.

Speaker speaker_1: Okay.

Speaker speaker_0: But I did enroll into the VIP plan, so that was the top plan, right?

Speaker speaker_1: I'll have to take a look in... at your file to see what you're enrolled into. Uh, what's the last four of your social?

Speaker speaker_0: Uh, 2824.

Speaker speaker_1: All right, Mr. Brown. Could you verify your address and your date of birth for me?

Speaker speaker_0: 5715 West West End Avenue, Chicago, Illinois, 60644, Apartment 1. And what else did you need?

Speaker speaker_1: Uh, your date of birth.

Speaker speaker_0: 01/30/76.

Speaker speaker_1: Thank you. Phone number I have on file is 773-703-3812. Is that correct?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. So, taking a look at your file, yeah, I do show that you're enrolled into the... into VIP+ bundle along with dental and vision. Um, now, it could possibly just be that it's just a little bit of- it's just a little bit more processing time, um, because it typically takes one to two weeks after a policy's effective date for any ID cards to arrive. And we're still-

Speaker speaker_0: Right.

Speaker speaker_1: ... within the middle of that first week.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So-

Speaker speaker_0: Okay.

Speaker speaker_1: So, ID cards could, could show up, uh, by the end of next week at the latest.

Speaker speaker_0: Okay. 'Cause I was trying to see, you say you in the middle of the first week, but they start taking out... This like, this will be the third week they done start taking out of my check already.

Speaker speaker_1: So, so, uh, to clarify, it takes one to two weeks after the policy's effective date, so we're in the middle of that first week after the effective date.

Speaker speaker_0: Okay, okay. I'm just-

Speaker speaker_1: Your effective date was last Monday.

Speaker speaker_0: Okay. All right, I was just trying to make sure because I even went on the website, you know, when they... and I was trying to see, like, uh, you know, they show you like you can talk to the doctors via video or whatever, blah, blah, blah. But I was trying to see if it was, like, a online card, but I still didn't see it, so that's what made me call you guys tonight.

Speaker speaker_1: I understand.

Speaker speaker_0: So, that card will come from my employer?

Speaker speaker_1: Uh, it... No, it would come from the insurance company. Um, in this case, it would come from American Public Life and like I said-

Speaker speaker_0: Okay.

Speaker speaker_1: ... it may, um... Your, your medical card mo- um, w- sorry, your medical card may be an email copy sent from them. Uh, so I would say-

Speaker speaker_0: Okay.

Speaker speaker_1: ... just keep an, uh, keep an eye out on your email inbox just to make sure that, um-

Speaker speaker_0: Okay.

Speaker speaker_1: ... just to make sure you don't miss that. If, like I said, if you haven't gotten anything by the end of next week at the latest, give us another call and we'll take another look and then see what's going on.

Speaker speaker_0: All right, thanks.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_0: No, that's it.

Speaker speaker_1: All right. Thanks again for calling and have a good day.

Speaker speaker_0: You too.

Speaker speaker_1: All right.