

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Hey. I signed up for Benefits in a Cards. Um, it said that I needed to provide additional information about my dependents, um, and to call this number, um, so that coverage could be finalized for my dependents. Okay. What staff at the company do you work with? Um, Creative Circle. And the last four of your Social? 0332. Your first and last name? Ryan Grieco. Thank you. Please verify your address and date of birth, Mr. Grieco. 9630 Featherwood Lane, Dayton, Ohio 45458 and 11/20/1987. Thank you. Phone on file we have is 937-416-2433? Yes. All right. Okay. Let's see now. Okay. Uh, so, it looks like... that, yeah, back on January 2nd, we, we had received your, um, we had received your original enrollment request to, um, to, uh, to enroll and it looked like we were missing some dependent information. But I see it looks like on that, like, about a, looks like, uh, it looks like a day later you had gone online and, uh, made some changes to your insurance and added all the information that was required. So, at this point- Oh. ... no other action's required. Oh, okay. Thank you. I must have totally, uh, forgotten I did that. Um, I do have a question. Mm-hmm. Um, I thought originally that I found where I could add a, um, a payment method, but I, I can't figure that out. Um, is, is that through the, um, virtualcare.benefitsinacard.com site? Payment method. Uh, that, that may have been for, um, that may have been for being, like, paying for your insurance premiums through the original, like, through the mybenefitsinacard.com portal in case you needed- Oh, okay. ... to make an out-of-pocket payment due to, like, due to no deduction having happened out of any sort of a paycheck or anything like that. Oh, okay. Got it. So, it'll automatically deduct from my, uh, paychecks? Yeah. In-insurance automatically deducts from your paychecks. The only reason you would ever need to pay out of pocket for anything is if there was no deduction and you need to, uh, make a payment to keep your insurance running. Oh, okay. Fantastic. Uh, am I able to see that through the, um, pay stubs? Uh, the, the deductions? Yeah, you should be able to see that through your pay stubs. Okay. However, get in contact with Creative Circle about that because we're not them and we're not, we wouldn't have anything- Yeah. ... to act on their payroll stuff. Okay, fair enough. And then the last question is, um, is, are there any, um, uh, cards that come with it, uh, like a, like a, um, insurance card that I would print out or, um- Yeah, you- ... like, a number that I... Based on what I'm seeing here, um, it looks like because your policy went into effect last Monday on the 13th, you should be getting ID cards by the end of next week at the latest. Okay. Sounds great. Thank you. Mm-hmm. Um, I think that answers everything. Thank you so much. I appreciate your help. No problem. Anything else? No, that's everything. All right. Thanks again for calling and have a wonderful day. Thank you. You, too. Bye now. 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 in a Card, this is Chris. How can I help you today?

Speaker speaker_2: Hey. I signed up for Benefits in a Cards. Um, it said that I needed to provide additional information about my dependents, um, and to call this number, um, so that coverage could be finalized for my dependents.

Speaker speaker_1: Okay. What staff at the company do you work with?

Speaker speaker_2: Um, Creative Circle.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 0332.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Ryan Grieco.

Speaker speaker_1: Thank you. Please verify your address and date of birth, Mr. Grieco.

Speaker speaker_2: 9630 Featherwood Lane, Dayton, Ohio 45458 and 11/20/1987.

Speaker speaker_1: Thank you. Phone on file we have is 937-416-2433?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Okay. Let's see now. Okay. Uh, so, it looks like... that, yeah, back on January 2nd, we, we had received your, um, we had received your original enrollment request to, um, to, uh, to enroll and it looked like we were missing some dependent information. But I see it looks like on that, like, about a, looks like, uh, it looks like a day later you had gone online and, uh, made some changes to your insurance and added all the information that was required. So, at this point-

Speaker speaker_2: Oh.

Speaker speaker_1: ... no other action's required.

Speaker speaker_2: Oh, okay. Thank you. I must have totally, uh, forgotten I did that. Um, I do have a question.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um, I thought originally that I found where I could add a, um, a payment method, but I, I can't figure that out. Um, is, is that through the, um, virtualcare.benefitsinacard.com site?

Speaker speaker_1: Payment method. Uh, that, that may have been for, um, that may have been for being, like, paying for your insurance premiums through the original, like, through the

mybenefitsinacard.com portal in case you needed-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... to make an out-of-pocket payment due to, like, due to no deduction having happened out of any sort of a paycheck or anything like that.

Speaker speaker_2: Oh, okay. Got it. So, it'll automatically deduct from my, uh, paychecks?

Speaker speaker_1: Yeah. In-insurance automatically deducts from your paychecks. The only reason you would ever need to pay out of pocket for anything is if there was no deduction and you need to, uh, make a payment to keep your insurance running.

Speaker speaker_2: Oh, okay. Fantastic. Uh, am I able to see that through the, um, pay stubs?

Speaker speaker_1: Uh, the, the deductions? Yeah, you should be able to see that through your pay stubs.

Speaker speaker_2: Okay.

Speaker speaker_1: However, get in contact with Creative Circle about that because we're not them and we're not, we wouldn't have anything-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... to act on their payroll stuff.

Speaker speaker_2: Okay, fair enough. And then the last question is, um, is, are there any, um, uh, cards that come with it, uh, like a, like a, um, insurance card that I would print out or, um-

Speaker speaker_1: Yeah, you-

Speaker speaker_2: ... like, a number that I...

Speaker speaker_1: Based on what I'm seeing here, um, it looks like because your policy went into effect last Monday on the 13th, you should be getting ID cards by the end of next week at the latest.

Speaker speaker_2: Okay. Sounds great. Thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um, I think that answers everything. Thank you so much. I appreciate your help.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: No, that's everything.

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

Speaker speaker_2: Thank you. You, too.

Speaker speaker_1: Bye now.

Speaker speaker_2: Bye.