

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, ma'am. Uh, my name is Wesley Reid. I am calling to check the status of my insurance cards. Okay. Yeah. I can check to see if you went ahead and, um, became active. If you did, I can go ahead and email those cards to you if they are available. Um, what staffing agency are you working with? Uh, Focus. Focus? Okay. And then what are the last four of your Social? My Social? Uh, 405- No, the last four. Oh, the last four. I'm sorry. Mm-hmm. 6991. Your first and last name? Uh, Wesley Reid. R-E-I-D. Okay. Thank you. And then for security purposes, I do need you to verify the address that I have on file and the, um, date of birth, please. Um, 3300 Delaware Street in Paducah, Kentucky and what were the other ones? Mm-hmm. What was the... What was the other one? Your date of birth. Date of birth. 06131984. Thank you. Then I have 270-554-8808 as your phone number. That's my home phone. Do you want my cell phone just in case? Uh, yeah. It's your choice really. But we have- Uh, 270... Sorry. 270-556-2352. Which one do you prefer to be your primary? Well, I'll do the home phone for now just in case. Okay. And then do you still have the same email of ky.bluebird84@gmail.com? Uh, yes. Okay. So I do see that you made changes to your policy and it looks like... Let's see. Your new plans became effective as of today. So your- Oh, okay. ... home medical plan which is the MEC and your VIP, those became effective today. You should be getting your MEC card, which is your preventative card probably this week or next week since this is the first week with those two plans being, um, active. So those two did become effective this week as of today. So it did go into effect. Normally your cards, um, won't be ready digitally till Thursday, though. Is that okay? I can leave myself a note to email that to you on Thursday morning. You probably could. Um- Okay. ... unless I get them in the mail. Do... Will I get them in the mail or... Yeah. So your preventative you will and then if you want a physical medical one which is your VIP Standard, that's the plan that covers like the urgent care, emergency room, doctor visits, and sick, I have to request that one 'cause that one they normally don't mail out to you. Um, so I can go ahead and request it if you want. Can you just in case? Yes. So, um, the first one you're going to get is your preventative though, okay? And then later on, you're going to get your VIP since I'm just now requesting it. And then if you want them digitally, I can leave myself a note and I'll send them to you on Thursday morning. Once I send them to you, I will be giving you a call to let you know that I sent that and for you to verify your email just to make sure that you did receive them. So they're not ready electronically yet, but most likely on Thursday I'll be sending that to your email. Yeah. Just make a note just in case and let me know. Yeah. Okay. All right. I'll be go ahead and request that medical card to be sent out to your home address. Can I still get the APL card, right, for like the life insurance and... Uh, you don't have a card for those. You don't get a card for your term life and group accident and critical illness. You only get your cards- This one? ... for the,

um... Yeah. You don't get cards for those. Oh, I do. If you ever got to do... So, so if you ever got to do like a claim, you actually have to speak directly to the carrier. You don't get like cards for those. Well, I did that... I gotcha. I did that when I first started with the, the kill factory and they... I had a APL card. Yeah. APL, it would be your VIP Standard card. That's the card that I have to request. Oh, okay. Yeah, 'cause APL is the carrier for your, um, group accident, term... Remember, your VIP Standard is a plan that has a flat fee towards your doctor visitations, the sick, urgent care, emergency room, and surgeries. That's the one that they normally don't mail out and you have to request, which I'm about to do right now. The one that you are going to get is the one for your preventative visits, which has a physical, vaccine, STD, cancerous thing. That one you don't have to request please. You actually get those. Um, but medical one, I do have to request right now for you to receive. I understand. I just want to make sure I get everything, so... Mm-hmm. Okay. And then you should be getting that one within seven to 10 business days, not including weekends. I understand. Just wanted to make sure. Okay. Um, did you have any other questions for me? Oh, no. I was just calling to make sure this ... this week that I should be getting it, so... Yes, sir. Yeah. And since you just became active this week, um, it looks like you just became active for those two plans today actually. That's good. Hold on. Okay. Well, I hope you have a great day. If you have any other questions, we're open from 8:00 AM up until 8:00 PM Monday through Friday. I got you. I appreciate it. All right. I hope you have a great day. Take care. Okay. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yes, ma'am. Uh, my name is Wesley Reid. I am calling to check the status of my insurance cards.

Speaker speaker_0: Okay. Yeah. I can check to see if you went ahead and, um, became active. If you did, I can go ahead and email those cards to you if they are available. Um, what staffing agency are you working with?

Speaker speaker_1: Uh, Focus.

Speaker speaker_0: Focus? Okay. And then what are the last four of your Social?

Speaker speaker_1: My Social? Uh, 405-

Speaker speaker_0: No, the last four.

Speaker speaker_1: Oh, the last four. I'm sorry.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: 6991.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Uh, Wesley Reid. R-E-I-D.

Speaker speaker_0: Okay. Thank you. And then for security purposes, I do need you to verify the address that I have on file and the, um, date of birth, please.

Speaker speaker_1: Um, 3300 Delaware Street in Paducah, Kentucky and what were the other ones?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: What was the... What was the other one?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: Date of birth. 06131984.

Speaker speaker_0: Thank you. Then I have 270-554-8808 as your phone number.

Speaker speaker_1: That's my home phone. Do you want my cell phone just in case?

Speaker speaker_0: Uh, yeah. It's your choice really. But we have-

Speaker speaker_1: Uh, 270... Sorry. 270-556-2352.

Speaker speaker_0: Which one do you prefer to be your primary?

Speaker speaker_1: Well, I'll do the home phone for now just in case.

Speaker speaker_0: Okay. And then do you still have the same email of ky.bluebird84@gmail.com?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Okay. So I do see that you made changes to your policy and it looks like... Let's see. Your new plans became effective as of today. So your-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... home medical plan which is the MEC and your VIP, those became effective today. You should be getting your MEC card, which is your preventative card probably this week or next week since this is the first week with those two plans being, um, active. So those two did become effective this week as of today. So it did go into effect. Normally your cards, um, won't be ready digitally till Thursday, though. Is that okay? I can leave myself a note to email that to you on Thursday morning.

Speaker speaker_1: You probably could. Um-

Speaker speaker_0: Okay.

Speaker speaker_1: ... unless I get them in the mail. Do... Will I get them in the mail or...

Speaker speaker_0: Yeah. So your preventative you will and then if you want a physical medical one which is your VIP Standard, that's the plan that covers like the urgent care, emergency room, doctor visits, and sick, I have to request that one 'cause that one they

normally don't mail out to you. Um, so I can go ahead and request it if you want.

Speaker speaker_1: Can you just in case?

Speaker speaker_0: Yes. So, um, the first one you're going to get is your preventative though, okay? And then later on, you're going to get your VIP since I'm just now requesting it. And then if you want them digitally, I can leave myself a note and I'll send them to you on Thursday morning. Once I send them to you, I will be giving you a call to let you know that I sent that and for you to verify your email just to make sure that you did receive them. So they're not ready electronically yet, but most likely on Thursday I'll be sending that to your email.

Speaker speaker_1: Yeah. Just make a note just in case and let me know. Yeah.

Speaker speaker_0: Okay. All right. I'll be go ahead and request that medical card to be sent out to your home address.

Speaker speaker_1: Can I still get the APL card, right, for like the life insurance and...

Speaker speaker_0: Uh, you don't have a card for those. You don't get a card for your term life and group accident and critical illness. You only get your cards-

Speaker speaker_1: This one?

Speaker speaker_0: ... for the, um... Yeah. You don't get cards for those.

Speaker speaker_1: Oh, I do.

Speaker speaker_0: If you ever got to do... So, so if you ever got to do like a claim, you actually have to speak directly to the carrier. You don't get like cards for those.

Speaker speaker_1: Well, I did that... I gotcha. I did that when I first started with the, the kill factory and they... I had a APL card.

Speaker speaker_0: Yeah. APL, it would be your VIP Standard card. That's the card that I have to request.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yeah, 'cause APL is the carrier for your, um, group accident, term... Remember, your VIP Standard is a plan that has a flat fee towards your doctor visitations, the sick, urgent care, emergency room, and surgeries. That's the one that they normally don't mail out and you have to request, which I'm about to do right now. The one that you are going to get is the one for your preventative visits, which has a physical, vaccine, STD, cancerous thing. That one you don't have to request please. You actually get those. Um, but medical one, I do have to request right now for you to receive.

Speaker speaker_1: I understand. I just want to make sure I get everything, so...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay.

Speaker speaker_0: And then you should be getting that one within seven to 10 business days, not including weekends.

Speaker speaker_1: I understand. Just wanted to make sure.

Speaker speaker_0: Okay. Um, did you have any other questions for me?

Speaker speaker_1: Oh, no. I was just calling to make sure this

Speaker speaker_2: ... this week that I should be getting it, so...

Speaker speaker_0: Yes, sir. Yeah. And since you just became active this week, um, it looks like you just became active for those two plans today actually.

Speaker speaker_1: That's good.

Speaker speaker_0: Hold on.

Speaker speaker_1: Okay.

Speaker speaker_0: Well, I hope you have a great day. If you have any other questions, we're open from 8:00 AM up until 8:00 PM Monday through Friday.

Speaker speaker_1: I got you. I appreciate it.

Speaker speaker_0: All right. I hope you have a great day.

Speaker speaker_1: Take care. Okay.

Speaker speaker_0: Thank you.