

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? Uh, yeah, my benefits just kicked in and I'm trying to get, like, my policy number or what I need to tell my insurance, or not insurance, uh, the glasses company, uh, that I'm gonna go through to get my glasses. Okay. Yeah, that's fine. Uh, what staffing agency do you work for? Um, Surge. And what is the last four of your social? 1478. And your first and last name? Uh, Justin Hardy. Okay. For security purposes, can you verify your address and date of birth? 5151 East Guadalupe Road, Apartment 1024, Phoenix, Arizona 85044. Date of birth is 04/30/90. And then I have 904-808-2085 as your phone number? Uh, yeah. And I have justinreidhardy26@gmail.com? Yeah. Okay, let's see. So, you're actually not active yet. That's why you haven't received your card. Um, I'm looking to see when, and it looks like you actually become active on the 28th. Oh, they said I was active because they've been pulling it out of my... They pulled it out of my check, the money. So, so when did they pull it out? Um, it's showing as my payday today that that money was taken. Yeah. So, so if it was for today, that means you're active for the following week. So, once you see the first deduction, the following Monday of that first deduction is when your plan becomes effective. So, that's why. 'Cause it's for next week, not for this week, but for next week. Next week on Monday? Yes, it becomes active the following Monday. So, they took it out today. So they'll have to call you back to get the number? That means that- The, the insurance or the, the vision or the insurance number that I would provide, I can't access that until, um, next week or... Okay, yes, because you're not active for this week. Okay. So, if you go into appointment today or Saturday or Sunday, you won't be covered. So, you would have to wait for next week, which is Monday. You're welcome to contact us by Monday. Um, yeah, I'll go ahead and call back on, uh, Monday. Okay. Yes, sir. But it looks like, um, on the 28th, it's your first day with active coverage 'cause I see it in the plan cover page. Okay. Mm-hmm. Mm-hmm. All righty. And, uh, can you explain, like, what is on there as far as the, the vision? Like, um, how much am I getting towards copay and stuff? Yes, sir. And I was also gonna tell you that by Thursday or Friday, which is the 2nd of May, you should be getting your card. If it's not by the 2nd, it'll probably be by the 9th. Okay. But, um, we can definitely send it to you electronically. And then for vision, you have a copay for an eye exam that you would have to pay of \$10.00. Copay for lenses and frames- Okay. ...is \$25. And then your frame allowance is \$130. Okay. So, it'd be \$10.00 for the vision exam, and then for the lens you said is how much? Lenses and frames is \$25, \$25.00 copay. For the lens, and then the frames is \$150? So, the copay for lenses and frames is \$25.00, and your frame allowance is \$130. If you get frames that are a little bit more- Oh. ...then you would be responsible for whatever the remaining balance is, but they would cover \$130. I thought you said it was \$150 like a second ago. No. I said copay for eye exam... I never said \$150.00. Um, the copay for an eye exam is \$10.00. Copay for lenses and frames is \$25. Frame

allowance is \$130. Oh, okay. So, the copay that, of the \$25.00 for the frames, doesn't that go towards the cost of the frame also? No. So that's the copay for your lenses and frames. Oh. The frame allowance is just for your frames. Oh, shoot. Okay. Of the glasses. Mm-hmm. All right. Um, all righty. Cool. All right. So, uh, I'll just call back Monday. Okay. Yes, sir. That's fine. Thank you very much. Have a good, uh, weekend. Thank you. You do, too. 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: Uh, yeah, my benefits just kicked in and I'm trying to get, like, my policy number or what I need to tell my insurance, or not insurance, uh, the glasses company, uh, that I'm gonna go through to get my glasses.

Speaker speaker_0: Okay. Yeah, that's fine. Uh, what staffing agency do you work for?

Speaker speaker_1: Um, Surge.

Speaker speaker_0: And what is the last four of your social?

Speaker speaker_1: 1478.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Uh, Justin Hardy.

Speaker speaker_0: Okay. For security purposes, can you verify your address and date of birth?

Speaker speaker_1: 5151 East Guadalupe Road, Apartment 1024, Phoenix, Arizona 85044. Date of birth is 04/30/90.

Speaker speaker_0: And then I have 904-808-2085 as your phone number?

Speaker speaker_1: Uh, yeah.

Speaker speaker_0: And I have justinreidhardy26@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, let's see. So, you're actually not active yet. That's why you haven't received your card. Um, I'm looking to see when, and it looks like you actually become active on the 28th.

Speaker speaker_1: Oh, they said I was active because they've been pulling it out of my... They pulled it out of my check, the money.

Speaker speaker_0: So, so when did they pull it out?

Speaker speaker_1: Um, it's showing as my payday today that that money was taken.

Speaker speaker_0: Yeah. So, so if it was for today, that means you're active for the following week. So, once you see the first deduction, the following Monday of that first deduction is when your plan becomes effective. So, that's why. 'Cause it's for next week, not for this week, but for next week.

Speaker speaker_1: Next week on Monday?

Speaker speaker_0: Yes, it becomes active the following Monday. So, they took it out today.

Speaker speaker_1: So they'll have to call you back to get the number?

Speaker speaker_0: That means that-

Speaker speaker_1: The, the insurance or the, the vision or the insurance number that I would provide, I can't access that until, um, next week or...

Speaker speaker_0: Okay, yes, because you're not active for this week.

Speaker speaker_1: Okay.

Speaker speaker_0: So, if you go into appointment today or Saturday or Sunday, you won't be covered. So, you would have to wait for next week, which is Monday. You're welcome to contact us by Monday.

Speaker speaker_1: Um, yeah, I'll go ahead and call back on, uh, Monday.

Speaker speaker_0: Okay. Yes, sir. But it looks like, um, on the 28th, it's your first day with active coverage 'cause I see it in the plan cover page.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm. Mm-hmm.

Speaker speaker_1: All righty. And, uh, can you explain, like, what is on there as far as the, the vision? Like, um, how much am I getting towards copay and stuff?

Speaker speaker_0: Yes, sir. And I was also gonna tell you that by Thursday or Friday, which is the 2nd of May, you should be getting your card. If it's not by the 2nd, it'll probably be by the 9th.

Speaker speaker_1: Okay.

Speaker speaker_0: But, um, we can definitely send it to you electronically. And then for vision, you have a copay for an eye exam that you would have to pay of \$10.00. Copay for lenses and frames-

Speaker speaker_1: Okay.

Speaker speaker_0: ...is \$25. And then your frame allowance is \$130.

Speaker speaker_1: Okay. So, it'd be \$10.00 for the vision exam, and then for the lens you said is how much?

Speaker speaker_0: Lenses and frames is \$25, \$25.00 copay.

Speaker speaker_1: For the lens, and then the frames is \$150?

Speaker speaker_0: So, the copay for lenses and frames is \$25.00, and your frame allowance is \$130. If you get frames that are a little bit more-

Speaker speaker_1: Oh.

Speaker speaker_0: ...then you would be responsible for whatever the remaining balance is, but they would cover \$130.

Speaker speaker_1: I thought you said it was \$150 like a second ago.

Speaker speaker_0: No. I said copay for eye exam... I never said \$150.00. Um, the copay for an eye exam is \$10.00. Copay for lenses and frames is \$25. Frame allowance is \$130.

Speaker speaker_1: Oh, okay. So, the copay that, of the \$25.00 for the frames, doesn't that go towards the cost of the frame also?

Speaker speaker_0: No. So that's the copay for your lenses and frames.

Speaker speaker_1: Oh.

Speaker speaker_0: The frame allowance is just for your frames.

Speaker speaker_1: Oh, shoot. Okay.

Speaker speaker_0: Of the glasses. Mm-hmm.

Speaker speaker_1: All right. Um, all righty. Cool. All right. So, uh, I'll just call back Monday.

Speaker speaker_0: Okay. Yes, sir. That's fine.

Speaker speaker_1: Thank you very much. Have a good, uh, weekend.

Speaker speaker_0: Thank you. You do, too.

Speaker speaker_1: Okay. Thank you.