

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Hey, I was trying to figure out... I don't even know any more. Um, how to register for my, my, um, my account. This is not that. What account? Um, my- Which- My insurance. Okay. Um- So I've, I've, I filled out all my personal information, but I don't know if this, what I'm doing on here is my medical or not. So, I wouldn't need to know what exactly you're talking about, 'cause we do have different. Like, different plans come with different added services. So I don't know what you mean by it. So I think- Account. I think my dental and vision was MetLife. So it's your carrier? Yeah. So that's your carrier? Yeah. That you're mentioning. So, um, let me get in your file, 'cause, to know exactly what you're talking about. What staffing agency are you with? Partners Personnel. And then, what are the last four of your Social? 4088. And your first and last name, please? Michael and Frazier. Okay. For security purposes, can you verify your address and date of birth? Uh, 5325 Walkertown Landing Circle. Um, 53999. And then, can you give me the apartment number, the city and the state? 206 Walkertown, North Carolina. Okay. I have 336-735-3566 as your phone number. And then, I have your last name, first name, 17.hamss@gmail.com. Is that up to date? Yep. Okay. So what exactly were you trying to do? I do s- I do see that you have dental for- I employ- ... a family vision, VIP Standard. Were you asking me your card? Yeah. But I also, I need my health insurance 'cause I had a doctor's appointment the other day and I couldn't go because I didn't have any insurance. Well, I have insurance, I just don't know it to show 'em. Okay, so you haven't received your card. Have you gotten your dental and vision already or you haven't gotten those either? I've gotten, I've gotten my vision card, but I haven't gotten my dental or my, my healthcare card. Okay, so if you want, I can go ahead and email that to you. I was gonna tell you though, that for your VIP Standard, which is your medical card, that one, they don't mail it out to you if you don't put in a request. So, if you don't call in to request it, you won't get it. So, if you want, I can go ahead and request it. Yes. That would be great. And if I can also- Yeah. ... get a digital copy as well. Yes. Okay. Um, can I put you in a brief hold while I send you that over? And then, while I request it as well? Yeah, that's fine. Okay, I'll be right. Okay. Okay. Thank you for your hold. I went ahead and emailed that to your email file. Um, can you please check it just to see that you did receive it? It should come from benefits.com. Yes. I see a few things. Oh, I see it. PDF parts. Is the PDF the, like, Benefits in a Card banner? Uh, the PDF is the cards. There's gonna be three, three attachments. Oh, okay. So the... Okay. Yeah. So the one that says APL is your medical card for your VIP Standard Plan. That's the card that I just requested. Then vision is just gonna say Vision. Oh, I did not scroll down far enough. And vision is just gonna say Vision. All right. There we go. And then dental is gonna say APL as well, but on the left-hand side, it says Carentan. Okay. Did you need anything else from me? You said which one was dental? Dental is the one that says APL and then it says Carentan as

well on the card. It says Carentan Solutions on the top right, I believe. Yeah. And then this one is my medical plan, and my vision. Yeah, okay, the little one's my vision. Okay. Mm-hmm. Awesome. Thank you. No, that is, that is good. Yep. So if you ever need, like, card sent or anything like that, you can just give us a call. I think on the website- Okay. Well, thank you. Mm-hmm. I was gonna tell you, I think on the website, you can just see the benefits that you have. I may be wrong, but I know that's the like for the staffing agency. We don't really ask control over that page. And another, how close do they typically send the vision and the dental cards? Usually within, uh, the first, first, second week. Sometimes it might take a month, um, because I have seen it take a while for some people. I'm not sure why. Um, if it does take long, if y- if you don't get it honestly by May, I would call back, uh, but typically we're not allowed to request them if it ha- if it hasn't been longer than two months. So, they might tell you to wait a little longer, um, since you just became active on the 31st. But honestly, if you don't get it by May 31st, I would call, um, 'cause I can't put in a request already for it since you just became active not that long ago. I wouldn't be allowed to. But if it does take long for you to get the physical one, I would call back. Okay. Yeah, 'cause I've already got my vision one. I just, I didn't have my dental one. Dental, okay. And I- And like I said, the medical one- You put in a request? ... I just requested. Mm-hmm. Okay. For the VIP. And how long is that normally take? Uh, like seven to 10 business days. Not including weekends, though. Okay. Oh, that's fine. But if you don't get dental- Okay, good indeed. If you don't get dental by the end of May, I would call again. Okay. Okay. I can do that. Okay? Awesome. Thank you very much. You're welcome. Have a nice day, sir. You too.

Conversation Format

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

Speaker speaker_1: Hey, I was trying to figure out... I don't even know any more. Um, how to register for my, my, um, my account. This is not that.

Speaker speaker_0: What account?

Speaker speaker_1: Um, my-

Speaker speaker_0: Which-

Speaker speaker_1: My insurance.

Speaker speaker_0: Okay. Um-

Speaker speaker_1: So I've, I've, I filled out all my personal information, but I don't know if this, what I'm doing on here is my medical or not.

Speaker speaker_0: So, I wouldn't need to know what exactly you're talking about, 'cause we do have different. Like, different plans come with different added services. So I don't know what you mean by it.

Speaker speaker_1: So I think-

Speaker speaker_0: Account.

Speaker speaker_1: I think my dental and vision was MetLife.

Speaker speaker_0: So it's your carrier?

Speaker speaker_1: Yeah.

Speaker speaker_0: So that's your carrier?

Speaker speaker_1: Yeah.

Speaker speaker_0: That you're mentioning. So, um, let me get in your file, 'cause, to know exactly what you're talking about. What staffing agency are you with?

Speaker speaker_1: Partners Personnel.

Speaker speaker_0: And then, what are the last four of your Social?

Speaker speaker_1: 4088.

Speaker speaker_0: And your first and last name, please?

Speaker speaker_1: Michael and Frazier.

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

Speaker speaker_1: Uh, 5325 Walkertown Landing Circle. Um, 53999.

Speaker speaker_0: And then, can you give me the apartment number, the city and the state?

Speaker speaker_1: 206 Walkertown, North Carolina.

Speaker speaker_0: Okay. I have 336-735-3566 as your phone number. And then, I have your last name, first name, 17.hamss@gmail.com. Is that up to date?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. So what exactly were you trying to do? I do s- I do see that you have dental for-

Speaker speaker_1: I employ-

Speaker speaker_0: ... a family vision, VIP Standard. Were you asking me your card?

Speaker speaker_1: Yeah. But I also, I need my health insurance 'cause I had a doctor's appointment the other day and I couldn't go because I didn't have any insurance. Well, I have insurance, I just don't know it to show 'em.

Speaker speaker_0: Okay, so you haven't received your card. Have you gotten your dental and vision already or you haven't gotten those either?

Speaker speaker_1: I've gotten, I've gotten my vision card, but I haven't gotten my dental or my, my healthcare card.

Speaker speaker_0: Okay, so if you want, I can go ahead and email that to you. I was gonna tell you though, that for your VIP Standard, which is your medical card, that one, they don't mail it out to you if you don't put in a request. So, if you don't call in to request it, you won't get it. So, if you want, I can go ahead and request it.

Speaker speaker_1: Yes. That would be great. And if I can also-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... get a digital copy as well.

Speaker speaker_0: Yes. Okay. Um, can I put you in a brief hold while I send you that over? And then, while I request it as well?

Speaker speaker_1: Yeah, that's fine.

Speaker speaker_0: Okay, I'll be right.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Thank you for your hold. I went ahead and emailed that to your email file. Um, can you please check it just to see that you did receive it? It should come from benefits.com.

Speaker speaker_2: Yes. I see a few things. Oh, I see it. PDF parts. Is the PDF the, like, Benefits in a Card banner?

Speaker speaker_0: Uh, the PDF is the cards. There's gonna be three, three attachments.

Speaker speaker_2: Oh, okay. So the... Okay.

Speaker speaker_0: Yeah. So the one that says APL is your medical card for your VIP Standard Plan. That's the card that I just requested. Then vision is just gonna say Vision.

Speaker speaker_2: Oh, I did not scroll down far enough.

Speaker speaker_0: And vision is just gonna say Vision.

Speaker speaker_2: All right. There we go.

Speaker speaker_0: And then dental is gonna say APL as well, but on the left-hand side, it says Carentan.

Speaker speaker_2: Okay.

Speaker speaker_0: Did you need anything else from me?

Speaker speaker_2: You said which one was dental?

Speaker speaker_0: Dental is the one that says APL and then it says Carentan as well on the card. It says Carentan Solutions on the top right, I believe.

Speaker speaker_2: Yeah. And then this one is my medical plan, and my vision. Yeah, okay, the little one's my vision. Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: Awesome. Thank you. No, that is, that is good.

Speaker speaker_0: Yep. So if you ever need, like, card sent or anything like that, you can just give us a call. I think on the website-

Speaker speaker_1: Okay. Well, thank you.

Speaker speaker_0: Mm-hmm. I was gonna tell you, I think on the website, you can just see the benefits that you have. I may be wrong, but I know that's the like for the staffing agency. We don't really ask control over that page.

Speaker speaker_1: And another, how close do they typically send the vision and the dental cards?

Speaker speaker_0: Usually within, uh, the first, first, second week. Sometimes it might take a month, um, because I have seen it take a while for some people. I'm not sure why. Um, if it does take long, if y- if you don't get it honestly by May, I would call back, uh, but typically we're not allowed to request them if it ha- if it hasn't been longer than two months. So, they might tell you to wait a little longer, um, since you just became active on the 31st. But honestly, if you don't get it by May 31st, I would call, um, 'cause I can't put in a request already for it since you just became active not that long ago. I wouldn't be allowed to. But if it does take long for you to get the physical one, I would call back.

Speaker speaker_1: Okay. Yeah, 'cause I've already got my vision one. I just, I didn't have my dental one.

Speaker speaker_0: Dental, okay.

Speaker speaker_1: And I-

Speaker speaker_0: And like I said, the medical one-

Speaker speaker_1: You put in a request?

Speaker speaker_0: ... I just requested. Mm-hmm.

Speaker speaker_1: Okay.

Speaker speaker_0: For the VIP.

Speaker speaker_1: And how long is that normally take?

Speaker speaker_0: Uh, like seven to 10 business days. Not including weekends, though.

Speaker speaker_1: Okay. Oh, that's fine.

Speaker speaker_0: But if you don't get dental-

Speaker speaker_1: Okay, good indeed.

Speaker speaker_0: If you don't get dental by the end of May, I would call again.

Speaker speaker_1: Okay. Okay. I can do that.

Speaker speaker_0: Okay?

Speaker speaker_1: Awesome. Thank you very much.

Speaker speaker_0: You're welcome. Have a nice day, sir.

Speaker speaker_1: You too.