

Transcript: Estefania

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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. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Megan. Um, I'm an administrator on an account, but my main question is, um, when our new cards or are new benefits cards sent out after open enrollment in January, or do... And does anyone who currently have, uh, who has been enrolled throughout this year and moving into next year, do they maintain the same card? So they maintain the same card. The only time that that card will change is if they change, like, coverage levels. Okay. So they add, add dependents, or if they were to change, um, like, medical plans, that would change too. Okay. But other than that, it just rolls over. Perfect. And if someone is newly enroll- enrolling through open enrollment, do you happen to know when the new cards are issued to those new members? So typically, they have to wait one or two weeks for their employer to start making that deduction. Okay. Once the employer makes the first deduction, the following Monday is when their coverage becomes active, and then that first week of activation week, either that Thursday or Friday, they receive their, um, their cards. Uh, is that in the mail or do they receive, like, an email version? So they'll receive it... They'll receive both, um... Okay. Thursday or Friday, it would be the physical cards. That would be, like, dental, vision, and then the preventative plan. And then the VIP plans, which are the medical ones, normally those we don't send out. Um, once they're active, they're welcome to give us a call if they do want a physical copy of the medical card, which is the VIP. Okay. And then we'll put in that request, and then they'll receive it. And if for some reason the first week of their activation week they still don't have the card, and for some reason let's say that Monday, Tuesday or Wednesday, uh, they go to a doctor's appointment, they're welcome to give us a call and we can see if those cards are available via email and send it to the member so that they can have- Okay. So- ... their policy number and all that information. Okay. So I'm just drafting an email 'cause, um, one of our, um, branch staff had inquired. So I have, "New enrollees will receive their cards at..." Did you say about 10 days or did you say two weeks? If you want, I can repeat it. So new card members- Mm-hmm. Um, they have to wait either one or two weeks for their employer to start making those deductions. Once they see that very first deduction come off their paycheck, the following Monday is when their coverage becomes active, and then that first week- Mm-hmm. ... of activation week that either that Thursday or Friday, they get their cards- Oh, okay. ... mailed to them. Perfect. Okay. Mm-hmm. All right. And if for some reason they need to go to, like, a doctor's appointment once their coverage is active, let's say, and they still don't have their cards, they're welcome to give us a call and we can email that to them. Okay. Beautiful. Thank you very much. I appreciate your help. You're welcome. Thank you. Did you have any more questions? I did not. Thank you. Bye. Okay. Have a nice day. You too. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. My name is Megan. Um, I'm an administrator on an account, but my main question is, um, when our new cards or are new benefits cards sent out after open enrollment in January, or do... And does anyone who currently have, uh, who has been enrolled throughout this year and moving into next year, do they maintain the same card?

Speaker speaker_0: So they maintain the same card. The only time that that card will change is if they change, like, coverage levels.

Speaker speaker_1: Okay.

Speaker speaker_0: So they add, add dependents, or if they were to change, um, like, medical plans, that would change too.

Speaker speaker_1: Okay.

Speaker speaker_0: But other than that, it just rolls over.

Speaker speaker_1: Perfect. And if someone is newly enroll- enrolling through open enrollment, do you happen to know when the new cards are issued to those new members?

Speaker speaker_0: So typically, they have to wait one or two weeks for their employer to start making that deduction.

Speaker speaker_1: Okay.

Speaker speaker_0: Once the employer makes the first deduction, the following Monday is when their coverage becomes active, and then that first week of activation week, either that Thursday or Friday, they receive their, um, their cards.

Speaker speaker_1: Uh, is that in the mail or do they receive, like, an email version?

Speaker speaker_0: So they'll receive it... They'll receive both, um...

Speaker speaker_1: Okay.

Speaker speaker_0: Thursday or Friday, it would be the physical cards. That would be, like, dental, vision, and then the preventative plan. And then the VIP plans, which are the medical ones, normally those we don't send out. Um, once they're active, they're welcome to give us a call if they do want a physical copy of the medical card, which is the VIP.

Speaker speaker_1: Okay.

Speaker speaker_0: And then we'll put in that request, and then they'll receive it. And if for some reason the first week of their activation week they still don't have the card, and for some

reason let's say that Monday, Tuesday or Wednesday, uh, they go to a doctor's appointment, they're welcome to give us a call and we can see if those cards are available via email and send it to the member so that they can have-

Speaker speaker_1: Okay. So-

Speaker speaker_0: ... their policy number and all that information.

Speaker speaker_1: Okay. So I'm just drafting an email 'cause, um, one of our, um, branch staff had inquired. So I have, "New enrollees will receive their cards at..." Did you say about 10 days or did you say two weeks?

Speaker speaker_0: If you want, I can repeat it. So new card members-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, they have to wait either one or two weeks for their employer to start making those deductions. Once they see that very first deduction come off their paycheck, the following Monday is when their coverage becomes active, and then that first week-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... of activation week that either that Thursday or Friday, they get their cards-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... mailed to them.

Speaker speaker_1: Perfect. Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: All right.

Speaker speaker_0: And if for some reason they need to go to, like, a doctor's appointment once their coverage is active, let's say, and they still don't have their cards, they're welcome to give us a call and we can email that to them.

Speaker speaker_1: Okay. Beautiful. Thank you very much. I appreciate your help.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Thank you.

Speaker speaker_0: Did you have any more questions?

Speaker speaker_1: I did not. Thank you. Bye.

Speaker speaker_0: Okay. Have a nice day.

Speaker speaker_1: You too. Bye.