

Transcript: Estefania

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Full Transcript

... you for calling 90 Degree Benefits- Your call may be monitored or recorded for quality assurance purposes. ... the administrator for Benefits in a Card Members. Please select from the following options to ensure you are directed to the appropriate party to answer your questions. For questions on IMA MEC Wellness, MVP plans, or COBRA enrollment, please press 1. For questions on the APL Hospital Indemnity Plans or dental coverage, please press 2. For questions on the Vision Plan, please press 3. If you are an employee and you have questions on your active enrollment, please press 4. To hear this message again, please press the star key. Thank you. Thank you for calling 90 Degree Benefits, the administrator for Benefits in a Card Members. Please select from the following options- We appreciate your patience. Please remain on the line and we will be with you shortly. 90 Degree Benefits, this is Lisa. How can I help you? Hey, Lisa. Good morning. I'm calling from Benefits in a Card. Um, I'm calling because I'm trying to download a member's card. However, I'm not pulling her up for some reason. So I wanted to see if I could get the policy number so that I could provide it to the member. Okay. Um, what is the last name? Um, I'm gonna spell it to you. Okay. It's Z-A-R-R-A-G-A. Her first name's Maria, and she's with Associated Staffing. Do you have her birthday? Yes. It's 02/28/1970. There she is. Okay, her ID number is gonna be D, as in delta. Sorry, give me one second. Okay. Is she... What ID card is she needing, though? She needs her MEC tele-RX. Okay. She needed that one and, and, and vision as well, but I don't know if you guys do the vision. Yeah, the vision is printed on our card as well. Oh, okay. Can I get that? I'm not sure if it's because they just merged over to Benefits in a Card, if that's the reason why we don't have this. Maybe. I'm not sure. Yeah, I don't know either. Um- Okay. Well, her I- And- ... her ID starts with the letter D. Mm-hmm. And then it's 48800017. And this is for her preventative? Yes, ma'am. And you said ID number? Uh-huh, that's her I- It's empl- It's called employee ID number on the ID card. Okay. Okay. And then is that it for the MEC? Yes, ma'am. That should be all you need. And then what about for vision? It should print on that same card. Oh, so just the same number? Yes. Before- Well, I think they actually... Yeah, I think they actually go by the, um, Social Security number for the vision. Okay. Okay, thank you. But yeah, it's all on that same card. All right. You're welcome. Have a good day. Thank you. You too. Bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: ... you for calling 90 Degree Benefits-

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: ... the administrator for Benefits in a Card Members. Please select from the following options to ensure you are directed to the appropriate party to answer your questions. For questions on IMA MEC Wellness, MVP plans, or COBRA enrollment, please press 1. For questions on the APL Hospital Indemnity Plans or dental coverage, please press 2. For questions on the Vision Plan, please press 3. If you are an employee and you have questions on your active enrollment, please press 4. To hear this message again, please press the star key. Thank you. Thank you for calling 90 Degree Benefits, the administrator for Benefits in a Card Members. Please select from the following options- We appreciate your patience. Please remain on the line and we will be with you shortly.

Speaker speaker_2: 90 Degree Benefits, this is Lisa. How can I help you?

Speaker speaker_3: Hey, Lisa. Good morning. I'm calling from Benefits in a Card. Um, I'm calling because I'm trying to download a member's card. However, I'm not pulling her up for some reason. So I wanted to see if I could get the policy number so that I could provide it to the member.

Speaker speaker_2: Okay. Um, what is the last name?

Speaker speaker_3: Um, I'm gonna spell it to you.

Speaker speaker_2: Okay.

Speaker speaker_3: It's Z-A-R-R-A-G-A. Her first name's Maria, and she's with Associated Staffing.

Speaker speaker_2: Do you have her birthday?

Speaker speaker_3: Yes. It's 02/28/1970.

Speaker speaker_2: There she is. Okay, her ID number is gonna be D, as in delta.

Speaker speaker_3: Sorry, give me one second. Okay.

Speaker speaker_2: Is she... What ID card is she needing, though?

Speaker speaker_3: She needs her MEC tele-RX.

Speaker speaker_2: Okay.

Speaker speaker_3: She needed that one and, and, and vision as well, but I don't know if you guys do the vision.

Speaker speaker_2: Yeah, the vision is printed on our card as well.

Speaker speaker_3: Oh, okay. Can I get that? I'm not sure if it's because they just merged over to Benefits in a Card, if that's the reason why we don't have this.

Speaker speaker_2: Maybe.

Speaker speaker_3: I'm not sure.

Speaker speaker_2: Yeah, I don't know either.

Speaker speaker_3: Um-

Speaker speaker_2: Okay. Well, her I-

Speaker speaker_3: And-

Speaker speaker_2: ... her ID starts with the letter D.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: And then it's 48800017.

Speaker speaker_3: And this is for her preventative?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_3: And you said ID number?

Speaker speaker_2: Uh-huh, that's her I- It's empl- It's called employee ID number on the ID card.

Speaker speaker_3: Okay. Okay. And then is that it for the MEC?

Speaker speaker_2: Yes, ma'am. That should be all you need.

Speaker speaker_3: And then what about for vision?

Speaker speaker_2: It should print on that same card.

Speaker speaker_3: Oh, so just the same number?

Speaker speaker_2: Yes.

Speaker speaker_3: Before-

Speaker speaker_2: Well, I think they actually... Yeah, I think they actually go by the, um, Social Security number for the vision.

Speaker speaker_3: Okay. Okay, thank you.

Speaker speaker_2: But yeah, it's all on that same card. All right. You're welcome. Have a good day.

Speaker speaker_3: Thank you. You too. Bye.

Speaker speaker_2: Thank you. Bye.