

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? Hi, Stephanie. Um, I had a lapse in my payments. Okay. Because, um, I work for ManCan in Mount Vernon. Okay. Um, let me get in your file real quick. Okay. You said you work with Man, and then what are the last four of your social? ManCan, um, O-K-E-Y, 6448. And your first and last name? Did I say 4998? Uh, you said 6448. Mm-hmm. No, 4998. Okay. Okay. And then what's your first and last name? Eva Nash. Okay. For security purposes, can you verify your address and date of birth? 1/10/59. Address is 3096 Two Queens Road West, Nikington, Ohio, 44904. 740-370-3075. Your phone number? 340... Uh, 740-360-2075. Mm-hmm. Okay. And then I have your first name period C period nash@gmail.com is up today? Yes. Okay. Give me one second while I review your account. Mm-hmm. Okay. Thank you for your hold, ma'am. Um, h- what was it that you needed help with? I had a lapse in payment, and, um, I had... Okay, I pay 41 a week, but I'm in a temp job, so, um, we get called in to fill orders, and then once those are all caught up, then we're laid off till they get another big order in. So I was off for, like, a week and a half. Mm-hmm. But, um, prior to that, I had a week that I had not signed in a day, and they had to go back and correct it. So they had, in the same week, they had taken it out t- twice in one week. So they took it out on both those checks that were for the same week. And, um, I had already sent those in to you guys, and then, um, they were saying they couldn't verify it, and, you know, it... um, there was a type error on one of the pay stubs on- Mm-hmm. Yeah. I think I spoke with you the first time that you called in. Mm-hmm. Um, let me see if we- Well, let me tell you first. Let me tell you first. Um... Mm-hmm. So the... I talked to people after that, and, um- Mm-hmm. ... they wouldn't approve it because of the type error on the month, 'cause the, um- Mm-hmm. Yeah. ... one of them... On the bottom, it had 11, and on top it had 12, which the 12 was correct. I- They didn't even start taking out my payments until, like, December 12th or something like that. So that would've... um, but on the top part, it showed the, the correct date. But anyhow, so I went back through my pi- pay stubs- Mm-hmm. ... and I, I saw that they had already corrected it, because they had a week that they didn't take it out. So they had credit me- Mm-hmm. ... already on it. So that must not show on your end and just be on my payrolls. So, so, um, uh, since, you know, since they have been taking it out the last couple weeks I've worked, I've worked two weeks and a half week, and e- each check, they have been taking it out on me. So, uh, do I need to go back and make a payment for that week?... for what we know. We just have so many Ms. For, for, the only week that I see that you don't have active, that was covered, was for January 27th. Okay. Every other week is, you have active coverage. So you do have coverage for- Mm-hmm. ... um, last week, this week. The only week that you're in the red would be from January 27th up until February 2nd. Okay. So am I fine now just to c- continue on as I am with my coverage- Yes. ... that's made? Yes, ma'am, good- I don't have to

reason... I don't have to go back and make up a payment? Um, if you want active coverage for that week, you, you're welcome to make a payment, but if you don't think that you need active coverage and you didn't have any appointment that week, if you don't wanna pay for it, you don't have to. It could stay red. Okay. ? Mm-hmm. But if you want to, you can. But it's your choice. As long as I am safe, my insurance is up to the latest good, then I'm, I'm fine just to continue? Okay. Yes, ma'am. Yeah. It's, it's active, you have coverage for last week, this week, um- Okay. ... you're in the green, so you are. And it looks like, let's see what's your coverage for, uh, free RX, group accident, dental, short-term, critical illness, term life, vision, your VIP classic plan behavior health. Yeah, so you're active for all of those plans. Uh, you probably received that message just 'cause of the week of the 27th, for that week, it's just letting you know that that week you don't have coverage for, from the 27th till the 2nd. But like they said, if you didn't go to- Mm-hmm. ... doctor's appointment, and you don't think that it's necessary to pay for it, if you don't wanna be covered for it, then you don't have to. But if you did- And I haven't had any appointments. I haven't had any appointments or had any questions asked to. Okay. Um, yes. That's is your choice. Okay. Another thing is, um, I had gotten, you know, a couple emails. But one of them was asking me, did I want to sign up for coverage. So are you sure y- you don't have me anywhere as having to re-sign up or anything? Or- Nope. Okay. No. What did the email say exactly? It was probab- let me see if they were within company open enrollment. 'Cause sometimes when they're within company open enrollment, it lets you know. Oh, actually they're not. Yeah, I'm not sure what the email was about, 'cause your coverage is active for all those plans, and it looks like you've been active since- Mm-hmm. ... like you said, the first day that you... if you'd seen that deduction of, the first deduction on the 12th, it was for the week of the 16th, 'cause that was the first week that your coverage started. But it looks like you've been active since. The only week, like I said, that you weren't covered was for the week of the 27th till the 2nd. But if you don't wanna pay that, you don't have to. Mm-hmm. Um, as long as they get like up to four deductions from your paycheck, um- Yeah. ... as long as they're paid by the fifth week. Like you normally, like if you don't make... if they don't get deductions from your paycheck for four weeks straight, the fifth week you go into something called COBRA, and that's when your plan gets canceled. Um, but as long as they made deductions outta your paycheck for let's say like three weeks straight, that by the, since they did it before the fourth week, your coverage is still active, if that makes sense. Mm-hmm. So one, um, week of no deduction, it, it isn't a big deal. Like, it's not gonna get canceled. 'Cause they did a deduction for the week of the 3rd, and then for this week, so your coverage is active. Okay. Mm-hmm. All right. I see. Yep. So, uh, the benefits and the card that, do I just have one card? Does that cover for all of my benefits? Uh, no. So you have, you have the VIP classic. Yeah. So if you have a medical appointment, let's say like a doctor visit if sick, hospital visit if injured, urgent care, emergency room and surgeries, the VIP classic is your medical card. That's the card that you would take. Then for your dental plan, you don't have a, you don't have your dental card with you? Um, I- You should have a dental card also, as well as a vision card. I know the, um, the same carrier's for dental and the VIP classic, as well as your short-term disability, your term life, your group accident, all of that's through, um, APL as well. But I don't know if you have your vision or dental card. I know vision's a different carrier, and dental is the same carrier as your medical card. But, um, that, that is a separate card. I can send it to you if you don't have it. Okay. Just, I've got, um, MetLife. Okay. Vision covered is on here. Vision, MetLife. Is that all that MetLife covers? Uh,

vision. Yeah. Just vision. And then your VIP classic would cover like your medical. And then, um, the carrier for, let's see, group accident, short-term disability, critical illness, term life, that's, uh, the same carrier of your medical, which is American Public Life or APL to make it short. That's how Americans have it then. Um, can you send me new cards? Yeah, I can. Did you want me to send you all of them? Yeah. Okay. Can you do 10 of them all in- in together in one? One envelope? Okay. No? Oh, okay. Yeah, I can send it in one email. Um, can I put you in a brief hold while I download them and send them to you just so that I can verify with you that you did get it? Okay. Okay? I'll be right back. I'm gonna put you in a brief hold. And then um, I was gonna ask you, you did say that they corrected it on their end, right? Yes. Okay. Okay. Good. Thank you. I was just checking. ... ahead and emailed those cards to you. Okay. I don't know if you want to verify just in case you didn't get it. So the first one attached is gonna say, I believe it's your vision card, then the second one, the one that says Carington, that's for dental, and then the one that says APL is for, um, your medical. And then I was gonna ask- ask you, did you go ahead and get your registration steps for your FreeRx membership? Or do you want me to send you that? I'm not sure if you ever got that. What is it? Um, your registration steps for your FreeRx. Oh. 'Cause I can send it to you as well, just in case you didn't do that already. No, I didn't register anything. Okay. I'm gonna go ahead and send you that so that you can have that as well. Do you have to do that for each one? No. That's ac- Is that- ... that's to actually create your account 'cause you- So I have to do- ... already have the membership. Yeah, you have to register 'cause you pay for it, but you would have to register to actually use it and stuff. And then I sent you those steps already as well. So you should be getting two emails, your cards and then that registration. Okay. Then- So there's that and your behavioral. Can I have a physical card sent to me? Yes. You never got your physical cards by any chance? I might have and might have just not opened them, not realizing- Okay. ... what they were. So we're only allowed to send one card out, um, and then there's, like, a certain timeframe. Uh, so I don't know if you mind double checking just in case you did get it sent 'cause I know they do look at that. Okay. I have been looking. I didn't see anything. Okay. I can go ahead and request it then if that's- But it doesn't say anything here. That- that's only the, um... And I- I don't see the benefits card either. This is actually just, uh, something from the other staffing company. Okay. Well, I'll go ahead and request the cards then. Okay. And then you should be receiving them within probably one or two weeks. Okay. Okay? Then, um- And then just keep in mind... Mm-hmm. Are you... What's that? Oh, I was just gonna let you know that, um, as long as they take deductions out of your paycheck for, like, four consecutive weeks, if you miss one week, y- that doesn't mean that your plan gets canceled. As long as they do four consecutive ones, if you ever- That makes sense. ... miss a, a payment, as long as it, within those four weeks, at least one or two is done- Okay. ... then your coverage is still active. The only period that it would cancel is if, like, for example, if for four consecutive weeks, they don't get deductions- Mm-hmm. ... specifically out of your check, that's, by the fifth week, it would, like, cancel. Okay. But, mm-hmm. Okay. That's good. Can I ask you for, uh, one more thing? Mm-hmm. Um, can you send me a verification of when my, when my, uh, insurance started and that it's current and kind of, uh, just something that shows, um- That you have coverage? ... an explanation also of the coverage, because I will have to- Okay. Yeah. ... I will, it will have to be, um, something that would be accepted to my Medicare plan. Okay. That's fine. Yeah. We can send you a enrollment confirmation to your email file. It typically takes like 24 hours for you to receive it. Hopefully it's less, but, um, for

longest, 24 hours. Um, but I'll go ahead and- And can you send me- ... send that email. Yeah. Can you show on that also the, uh, benefits explanation, like what, what I'm covered for? Yes. Yes. Okay. That's gonna give you the list of, um, the plan that- Oh, okay. ... you currently have. Okay. Great. Okay. And then, um- Ma'am, can you- ... can you double check though, just so that I'm sure that you did get- Mm-hmm. ... the cards? Okay. Just one second. Okay. I should be getting them now. And then you should be getting three. Um, 'cause- Mm-hmm. ... one's gonna be for your FreeRx, the other, your cards, and then I sent you your behavioral health also. Okay. I have one, it says ID card, FreeRx registration, and med Walmart health. Yes, ma'am. Okay. All right. So you should be getting that email within, like, 24 hours and then your cards within one or two weeks. Okay. Great. And what is your name? Mine is Stephanie. Okay. Thank you so much. You're welcome. Have a nice day, ma'am. You too. Thanks. Bye-bye.

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: Hi, Stephanie. Um, I had a lapse in my payments.

Speaker speaker_0: Okay.

Speaker speaker_1: Because, um, I work for ManCan in Mount Vernon.

Speaker speaker_0: Okay. Um, let me get in your file real quick.

Speaker speaker_1: Okay.

Speaker speaker_0: You said you work with Man, and then what are the last four of your social?

Speaker speaker_1: ManCan, um, O-K-E-Y, 6448.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Did I say 4998?

Speaker speaker_0: Uh, you said 6448.

Speaker speaker_1: Mm-hmm. No, 4998.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay.

Speaker speaker_0: And then what's your first and last name?

Speaker speaker_1: Eva Nash.

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

Speaker speaker_1: 1/10/'59. Address is 3096 Two Queens Road West, Nikington, Ohio, 44904.

Speaker speaker_0: 740-370-3075. Your phone number?

Speaker speaker_1: 340... Uh, 740-360-2075.

Speaker speaker_0: Mm-hmm. Okay. And then I have your first name period C period nash@gmail.com is up today?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Give me one second while I review your account.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. Thank you for your hold, ma'am. Um, h- what was it that you needed help with?

Speaker speaker_1: I had a lapse in payment, and, um, I had... Okay, I pay 41 a week, but I'm in a temp job, so, um, we get called in to fill orders, and then once those are all caught up, then we're laid off till they get another big order in. So I was off for, like, a week and a half. Mm-hmm. But, um, prior to that, I had a week that I had not signed in a day, and they had to go back and correct it. So they had, in the same week, they had taken it out t- twice in one week. So they took it out on both those checks that were for the same week. And, um, I had already sent those in to you guys, and then, um, they were saying they couldn't verify it, and, you know, it... um, there was a type error on one of the pay stubs on-

Speaker speaker_0: Mm-hmm. Yeah. I think I spoke with you the first time that you called in.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, let me see if we-

Speaker speaker_1: Well, let me tell you first. Let me tell you first. Um...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So the... I talked to people after that, and, um-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... they wouldn't approve it because of the type error on the month, 'cause the, um-

Speaker speaker_0: Mm-hmm. Yeah.

Speaker speaker_1: ... one of them... On the bottom, it had 11, and on top it had 12, which the 12 was correct. I- They didn't even start taking out my payments until, like, December 12th or something like that. So that would've... um, but on the top part, it showed the, the correct date. But anyhow, so I went back through my pi- pay stubs-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... and I, I saw that they had already corrected it, because they had a week that they didn't take it out. So they had credit me-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... already on it. So that must not show on your end and just be on my payrolls. So, so, um, uh, since, you know, since they have been taking it out the last couple weeks I've worked, I've worked two weeks and a half week, and e- each check, they have been taking it out on me. So, uh, do I need to go back and make a payment for that week?

Speaker speaker_0: ... for what we know.

Speaker speaker_1: We just have so many Ms.

Speaker speaker_0: For, for, the only week that I see that you don't have active, that was covered, was for January 27th.

Speaker speaker_1: Okay.

Speaker speaker_0: Every other week is, you have active coverage. So you do have coverage for-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... um, last week, this week. The only week that you're in the red would be from January 27th up until February 2nd.

Speaker speaker_1: Okay. So am I fine now just to c- continue on as I am with my coverage-

Speaker speaker_0: Yes.

Speaker speaker_1: ... that's made?

Speaker speaker_0: Yes, ma'am, good-

Speaker speaker_1: I don't have to reason... I don't have to go back and make up a payment?

Speaker speaker_0: Um, if you want active coverage for that week, you, you're welcome to make a payment, but if you don't think that you need active coverage and you didn't have any appointment that week, if you don't wanna pay for it, you don't have to. It could stay red.

Speaker speaker_1: Okay. ?

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: But if you want to, you can. But it's your choice.

Speaker speaker_1: As long as I am safe, my insurance is up to the latest good, then I'm, I'm fine just to continue?

Speaker speaker_0: Okay. Yes, ma'am. Yeah. It's, it's active, you have coverage for last week, this week, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you're in the green, so you are. And it looks like, let's see what's your coverage for, uh, free RX, group accident, dental, short-term, critical illness, term life, vision, your VIP classic plan behavior health. Yeah, so you're active for all of those plans. Uh, you probably received that message just 'cause of the week of the 27th, for that week, it's just letting you know that that week you don't have coverage for, from the 27th till the 2nd. But like they said, if you didn't go to-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... doctor's appointment, and you don't think that it's necessary to pay for it, if you don't wanna be covered for it, then you don't have to. But if you did-

Speaker speaker_2: And I haven't had any appointments. I haven't had any appointments or had any questions asked to.

Speaker speaker_0: Okay. Um, yes. That's is your choice.

Speaker speaker_1: Okay. Another thing is, um, I had gotten, you know, a couple emails. But one of them was asking me, did I want to sign up for coverage. So are you sure y- you don't have me anywhere as having to re-sign up or anything? Or-

Speaker speaker_0: Nope.

Speaker speaker_1: Okay.

Speaker speaker_0: No. What did the email say exactly? It was probab- let me see if they were within company open enrollment. 'Cause sometimes when they're within company open enrollment, it lets you know. Oh, actually they're not. Yeah, I'm not sure what the email was about, 'cause your coverage is active for all those plans, and it looks like you've been active since-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... like you said, the first day that you... if you'd seen that deduction of, the first deduction on the 12th, it was for the week of the 16th, 'cause that was the first week that your coverage started. But it looks like you've been active since. The only week, like I said, that you weren't covered was for the week of the 27th till the 2nd. But if you don't wanna pay that, you don't have to.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, as long as they get like up to four deductions from your paycheck, um-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... as long as they're paid by the fifth week. Like you normally, like if you don't make... if they don't get deductions from your paycheck for four weeks straight, the fifth week you go into something called COBRA, and that's when your plan gets canceled. Um, but as long as they made deductions outta your paycheck for let's say like three weeks straight, that by the, since they did it before the fourth week, your coverage is still active, if that makes

sense.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: So one, um, week of no deduction, it, it isn't a big deal. Like, it's not gonna get canceled. 'Cause they did a deduction for the week of the 3rd, and then for this week, so your coverage is active.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: All right. I see. Yep.

Speaker speaker_1: So, uh, the benefits and the card that, do I just have one card? Does that cover for all of my benefits?

Speaker speaker_0: Uh, no. So you have, you have the VIP classic. Yeah. So if you have a medical appointment, let's say like a doctor visit if sick, hospital visit if injured, urgent care, emergency room and surgeries, the VIP classic is your medical card. That's the card that you would take. Then for your dental plan, you don't have a, you don't have your dental card with you?

Speaker speaker_1: Um, I-

Speaker speaker_0: You should have a dental card also, as well as a vision card. I know the, um, the same carrier's for dental and the VIP classic, as well as your short-term disability, your term life, your group accident, all of that's through, um, APL as well. But I don't know if you have your vision or dental card. I know vision's a different carrier, and dental is the same carrier as your medical card. But, um, that, that is a separate card. I can send it to you if you don't have it.

Speaker speaker_1: Okay. Just, I've got, um, MetLife. Okay. Vision covered is on here. Vision, MetLife. Is that all that MetLife covers?

Speaker speaker_0: Uh, vision. Yeah. Just vision. And then your VIP classic would cover like your medical. And then, um, the carrier for, let's see, group accident, short-term disability, critical illness, term life, that's, uh, the same carrier of your medical, which is American Public Life or APL to make it short.

Speaker speaker_3: That's how Americans have it then. Um, can you send me new cards?

Speaker speaker_0: Yeah, I can. Did you want me to send you all of them?

Speaker speaker_3: Yeah.

Speaker speaker_0: Okay.

Speaker speaker_3: Can you do 10 of them all in- in together in one? One envelope?

Speaker speaker_0: Okay.

Speaker speaker_3: No?

Speaker speaker_0: Oh, okay. Yeah, I can send it in one email. Um, can I put you in a brief hold while I download them and send them to you just so that I can verify with you that you did get it?

Speaker speaker_3: Okay.

Speaker speaker_0: Okay? I'll be right back. I'm gonna put you in a brief hold. And then um, I was gonna ask you, you did say that they corrected it on their end, right?

Speaker speaker_3: Yes.

Speaker speaker_0: Okay. Okay. Good. Thank you. I was just checking. ... ahead and emailed those cards to you.

Speaker speaker_1: Okay.

Speaker speaker_0: I don't know if you want to verify just in case you didn't get it. So the first one attached is gonna say, I believe it's your vision card, then the second one, the one that says Carington, that's for dental, and then the one that says APL is for, um, your medical. And then I was gonna ask- ask you, did you go ahead and get your registration steps for your FreeRx membership? Or do you want me to send you that? I'm not sure if you ever got that.

Speaker speaker_1: What is it?

Speaker speaker_0: Um, your registration steps for your FreeRx.

Speaker speaker_1: Oh.

Speaker speaker_0: 'Cause I can send it to you as well, just in case you didn't do that already.

Speaker speaker_1: No, I didn't register anything.

Speaker speaker_0: Okay. I'm gonna go ahead and send you that so that you can have that as well.

Speaker speaker_1: Do you have to do that for each one?

Speaker speaker_0: No. That's ac-

Speaker speaker_1: Is that-

Speaker speaker_0: ... that's to actually create your account 'cause you-

Speaker speaker_1: So I have to do-

Speaker speaker_0: ... already have the membership. Yeah, you have to register 'cause you pay for it, but you would have to register to actually use it and stuff. And then I sent you those steps already as well. So you should be getting two emails, your cards and then that registration.

Speaker speaker_1: Okay. Then-

Speaker speaker_0: So there's that and your behavioral.

Speaker speaker_1: Can I have a physical card sent to me?

Speaker speaker_0: Yes. You never got your physical cards by any chance?

Speaker speaker_1: I might have and might have just not opened them, not realizing-

Speaker speaker_0: Okay.

Speaker speaker_1: ... what they were.

Speaker speaker_0: So we're only allowed to send one card out, um, and then there's, like, a certain timeframe. Uh, so I don't know if you mind double checking just in case you did get it sent 'cause I know they do look at that.

Speaker speaker_1: Okay. I have been looking. I didn't see anything.

Speaker speaker_0: Okay. I can go ahead and request it then if that's-

Speaker speaker_1: But it doesn't say anything here. That- that's only the, um... And I- I don't see the benefits card either. This is actually just, uh, something from the other staffing company.

Speaker speaker_0: Okay. Well, I'll go ahead and request the cards then.

Speaker speaker_1: Okay.

Speaker speaker_0: And then you should be receiving them within probably one or two weeks.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay?

Speaker speaker_1: Then, um-

Speaker speaker_0: And then just keep in mind... Mm-hmm.

Speaker speaker_1: Are you... What's that?

Speaker speaker_0: Oh, I was just gonna let you know that, um, as long as they take deductions out of your paycheck for, like, four consecutive weeks, if you miss one week, y- that doesn't mean that your plan gets canceled. As long as they do four consecutive ones, if you ever-

Speaker speaker_1: That makes sense.

Speaker speaker_0: ... miss a, a payment, as long as it, within those four weeks, at least one or two is done-

Speaker speaker_1: Okay.

Speaker speaker_0: ... then your coverage is still active. The only period that it would cancel is if, like, for example, if for four consecutive weeks, they don't get deductions-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... specifically out of your check, that's, by the fifth week, it would, like, cancel.

Speaker speaker_1: Okay.

Speaker speaker_0: But, mm-hmm.

Speaker speaker_1: Okay. That's good. Can I ask you for, uh, one more thing?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, can you send me a verification of when my, when my, uh, insurance started and that it's current and kind of, uh, just something that shows, um-

Speaker speaker_0: That you have coverage?

Speaker speaker_1: ... an explanation also of the coverage, because I will have to-

Speaker speaker_0: Okay. Yeah.

Speaker speaker_1: ... I will, it will have to be, um, something that would be accepted to my Medicare plan.

Speaker speaker_0: Okay. That's fine. Yeah. We can send you a enrollment confirmation to your email file. It typically takes like 24 hours for you to receive it. Hopefully it's less, but, um, for longest, 24 hours. Um, but I'll go ahead and-

Speaker speaker_1: And can you send me-

Speaker speaker_0: ... send that email.

Speaker speaker_1: Yeah. Can you show on that also the, uh, benefits explanation, like what, what I'm covered for?

Speaker speaker_0: Yes. Yes.

Speaker speaker_1: Okay.

Speaker speaker_0: That's gonna give you the list of, um, the plan that-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... you currently have.

Speaker speaker_1: Okay. Great.

Speaker speaker_0: Okay. And then, um-

Speaker speaker_1: Ma'am, can you-

Speaker speaker_0: ... can you double check though, just so that I'm sure that you did get-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the cards?

Speaker speaker_1: Okay. Just one second. Okay. I should be getting them now.

Speaker speaker_0: And then you should be getting three. Um, 'cause-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... one's gonna be for your FreeRx, the other, your cards, and then I sent you your behavioral health also.

Speaker speaker_1: Okay. I have one, it says ID card, FreeRx registration, and med Walmart health.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. So you should be getting that email within, like, 24 hours and then your cards within one or two weeks.

Speaker speaker_1: Okay. Great. And what is your name?

Speaker speaker_0: Mine is Stephanie.

Speaker speaker_1: Okay. Thank you so much.

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

Speaker speaker_1: You too. Thanks. Bye-bye.