

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. Um, I just called, sorry, a moment ago. Um, I was asking some information about, uh, my, my insurance plan. But, uh, I forgot to ask about my ID and, like, what specifically my plan was. Okay. Um, what staffing agency are you working with? Um, WSI Workforce. I'm sorry? Uh, WSI Workforce. Okay, so we have two staffing agencies under WSI. Is it Workforce Strategy or is it Workforce? Um, I think it's- I'm sorry, WorkSmart Inc. or Workforce Strategies? Yeah, I think it's Workforce Strategy. Okay. All right, thank you. And then what are the last four of your Social? 6128. Tucker? Yep. For security purposes, can you verify address and date of birth? Uh, 1801 Glendale Boulevard. Date of birth is 6/23/04. What was that state and city? Uh, Kalamazoo, Michigan. Okay. And then the numbers again? I'm sorry. I didn't catch that of the address. Uh, oh, 1801. Okay, thank you. Then I have 269-491-7069 as your phone number? Yeah. Okay. And then what was your question? I'm sorry. Um, like, what, uh, what plan I was on and my ID number. Okay. So, you have the MEC, which is your preventative plan, Dental, Term Life, Vision, and the VIP Classic. I can't give you an ID number because you're still not active. Oh. You're enrolled but you still don't have active coverage. Once you see- Okay. ... the very first deduction from your paycheck of the \$44.31 for the five selected plans, the following Monday that you see the first deduction is when your plans become active. And by that, um, first week of active coverage, Thursday or Friday, you should be getting your cards mailed out to you. Okay. And then for your VIP Classic, which is your actual medical card, normally that one they don't mail it out to you. So, if you do want a physical one, you would have to call in and request it once you become active. Um, if you have a appointment coming up and you're still waiting on your cards, you can call this number and we'll email them electronically as well. Okay. Um, so that, that VI... What, what's it called again? The, the VIP, uh- VIP Classic. That's the one that would cover- That's the one. Okay. Yeah. That's the one that would cover, like, a flat fee towards your urgent care, emergency room, doctor visits. If they... That card, they don't send it out. That's something that the member has to request once they're active. So, once you're active, if you do want a physical card, you can just call us and we will request it to the carrier. But you should definitely be receiving Dental, Vision, and your preventative card first. Okay. Awesome. Uh, yeah. Thank you so much for calling in. And now you just gotta... You're welcome. So, now you just gotta look at your pay stubs. Yeah. It typically takes one or two weeks, but if it takes longer than that, then I would be looking at it. Because once you see the first one the following Monday, it becomes effective. Okay, great. All right. Did you have any other questions? Uh, no, that was it. Uh, thank you so much for your help. Um, I was gonna tell you that we're missing a beneficiary from you. Did you want to go ahead and put somebody down for that if something was to happen to you? Yeah. Uh, I, I don't know. I don't, I don't think I, like, need one. I don't know. I, I could make... Have

someone in mind, really. Is that a requirement? Um, well, I mean, if something happens to you, nobody's gonna get nothing if you don't put somebody down. Um, it could be a parent, a uncle, a cousin. Uh-huh. I mean, I'll, I'll have to ask. I can definitely, like- Okay. Yeah, that's fine. ... call them if it works, right? Gotcha. Okay. Well, thank you. I hope you have a great day. Yeah, you bet. Thanks.

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. Um, I just called, sorry, a moment ago. Um, I was asking some information about, uh, my, my insurance plan. But, uh, I forgot to ask about my ID and, like, what specifically my plan was.

Speaker speaker_0: Okay. Um, what staffing agency are you working with?

Speaker speaker_1: Um, WSI Workforce.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Uh, WSI Workforce.

Speaker speaker_0: Okay, so we have two staffing agencies under WSI. Is it Workforce Strategy or is it Workforce?

Speaker speaker_1: Um, I think it's-

Speaker speaker_0: I'm sorry, WorkSmart Inc. or Workforce Strategies?

Speaker speaker_1: Yeah, I think it's Workforce Strategy.

Speaker speaker_0: Okay. All right, thank you. And then what are the last four of your Social?

Speaker speaker_1: 6128.

Speaker speaker_0: Tucker?

Speaker speaker_1: Yep.

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

Speaker speaker_1: Uh, 1801 Glendale Boulevard. Date of birth is 6/23/04.

Speaker speaker_0: What was that state and city?

Speaker speaker_1: Uh, Kalamazoo, Michigan.

Speaker speaker_0: Okay. And then the numbers again? I'm sorry. I didn't catch that of the address.

Speaker speaker_1: Uh, oh, 1801.

Speaker speaker_0: Okay, thank you. Then I have 269-491-7069 as your phone number?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. And then what was your question? I'm sorry.

Speaker speaker_1: Um, like, what, uh, what plan I was on and my ID number.

Speaker speaker_0: Okay. So, you have the MEC, which is your preventative plan, Dental, Term Life, Vision, and the VIP Classic. I can't give you an ID number because you're still not active.

Speaker speaker_1: Oh.

Speaker speaker_0: You're enrolled but you still don't have active coverage. Once you see-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the very first deduction from your paycheck of the \$44.31 for the five selected plans, the following Monday that you see the first deduction is when your plans become active. And by that, um, first week of active coverage, Thursday or Friday, you should be getting your cards mailed out to you.

Speaker speaker_1: Okay.

Speaker speaker_0: And then for your VIP Classic, which is your actual medical card, normally that one they don't mail it out to you. So, if you do want a physical one, you would have to call in and request it once you become active. Um, if you have a appointment coming up and you're still waiting on your cards, you can call this number and we'll email them electronically as well.

Speaker speaker_1: Okay. Um, so that, that VI... What, what's it called again? The, the VIP, uh-

Speaker speaker_0: VIP Classic. That's the one that would cover-

Speaker speaker_1: That's the one. Okay.

Speaker speaker_0: Yeah. That's the one that would cover, like, a flat fee towards your urgent care, emergency room, doctor visits. If they... That card, they don't send it out. That's something that the member has to request once they're active. So, once you're active, if you do want a physical card, you can just call us and we will request it to the carrier. But you should definitely be receiving Dental, Vision, and your preventative card first.

Speaker speaker_1: Okay. Awesome. Uh, yeah. Thank you so much for calling in.

Speaker speaker_0: And now you just gotta... You're welcome. So, now you just gotta look at your pay stubs.

Speaker speaker_1: Yeah.

Speaker speaker_0: It typically takes one or two weeks, but if it takes longer than that, then I would be looking at it. Because once you see the first one the following Monday, it becomes

effective.

Speaker speaker_1: Okay, great.

Speaker speaker_0: All right. Did you have any other questions?

Speaker speaker_1: Uh, no, that was it. Uh, thank you so much for your help.

Speaker speaker_0: Um, I was gonna tell you that we're missing a beneficiary from you. Did you want to go ahead and put somebody down for that if something was to happen to you?

Speaker speaker_1: Yeah. Uh, I, I don't know. I don't, I don't think I, like, need one. I don't know. I, I could make... Have someone in mind, really. Is that a requirement?

Speaker speaker_0: Um, well, I mean, if something happens to you, nobody's gonna get nothing if you don't put somebody down. Um, it could be a parent, a uncle, a cousin.

Speaker speaker_1: Uh-huh. I mean, I'll, I'll have to ask. I can definitely, like-

Speaker speaker_0: Okay. Yeah, that's fine.

Speaker speaker_1: ... call them if it works, right?

Speaker speaker_0: Gotcha. Okay. Well, thank you. I hope you have a great day.

Speaker speaker_1: Yeah, you bet. Thanks.