

Transcript: Estefania

Acevedo-5688277442674688-5243148642729984

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Um, yes. Uh, I have insurance with y'all but, uh, I haven't received, uh, my card yet. Okay. It's my first time calling you guys. Gotcha. What staffing agency do you work for? Superior Skilled Trades. Okay. You said S- Superior Skilled Trades? Superior, yes, ma'am. Okay. And what are the last four of your Social, I'm sorry? 2051. Okay. Smith, Jeremy? Yes, ma'am. Yes, ma'am. For security purposes, can you verify your address and date of birth? Uh, 4404 Montgomery Boulevard Northeast, Albuquerque, New Mexico 87109, Apartment 80. My birthday is 3/1/87. And then is this a good contact number to reach you at? 281-818-0554. Give me one second. Let me review your account. Okay, sir. So, it looks like your staffing agency has transitioned to our insurance, being Benefits In a Card. You, you guys on our end are still not active. So you would have to reach out to your previous, um, insurance company. The rollover hasn't happened yet. Oh, they're transitioning. Okay, so- Mm-hmm. So, so starting May 5th is when we'll be, we'll be active, correct? Well, once we see the first... But I can't, I wouldn't be able to tell you because we don't have access to their payrolls. But once you see the first deduction of the 4649 for your Vision, Dental, VIP Classic and Preventive Plan, that's when the... The following Monday of that first deduction is when the plan becomes effective. If you're not so sure of when, you're always welcome to call every Monday of the beginning of the week to ask to see if you're active with us already. Well, wh- what I'm... Oh. Well, that's not a problem. 'Cause y'all, this is, uh, trans... The paper here says May 5th. Well, you're welcome to call back. It is. But I wouldn't be able to tell you. Um, I just know once you see the first deduction of the 4649, the following Monday the plan becomes active. But you're welcome to contact us on that date to see if you have become active already. I just wouldn't be able to tell you. Okay. Mm-hmm. Okay. All right. Thank you, ma'am. You're welcome. I hope you have a great day. And I was gonna let you know that for your plan, which is the VIP Classic, the one that covers, like, doctor visits and such, that one they normally don't mail that out to you. So once... If you do want a physical card once you become active, you're welcome to reach out to us and we can request it to the carrier. But once you become active, that first or second week, you should definitely be getting three cards, which is vision, dental and your preventative. But for your medical, you do have to request it, if you do want a physical one. Okay. Can I change my shipping address? Yes. What is that, um, address that you want the cards to be sent out to? It's gonna be... One second. I just moved in, that's why I It's okay. Uh, 1160. 1160. Mm-hmm. Mm-hmm. Damonte. It's D-A-M-O-N-T-E. Mm-hmm. Ranch, Ranch Parkway, Reno, Nevada 89521. Okay. Thank you. And let me get the apartment number for you, one second. Oh. Yeah, let, let me get the apartment number for you, one second. Okay. Yeah, that's fine. 3026. I believe. Hold on. Yeah, apartment 3026. Apartment 3036? No, 3026. 20- 3026. Okay, thank you. All right. I have that down. I have- Can you repeat this for me so

we can confirm it? Nope. Yep. I have 1160 Damonte Ranch Parkway, Reno, Nevada 89521, Apartment 3026. Yes, ma'am. That's it. Thank you very much. All right. That has been updated, so now you just have to play the waiting game. And once you get... Once you see the first deduction, the following Monday the plan becomes active. And then just remember that you do have to call in- Okay. Thank you, ma'am. ... if you do want a physical medical card, okay? Okay. Thank you. All right. You're welcome. Have a nice day, sir. Oh, you too, ma'am.

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: Um, yes. Uh, I have insurance with y'all but, uh, I haven't received, uh, my card yet.

Speaker speaker_0: Okay.

Speaker speaker_1: It's my first time calling you guys.

Speaker speaker_0: Gotcha. What staffing agency do you work for?

Speaker speaker_1: Superior Skilled Trades.

Speaker speaker_0: Okay. You said S- Superior Skilled Trades?

Speaker speaker_1: Superior, yes, ma'am.

Speaker speaker_0: Okay. And what are the last four of your Social, I'm sorry?

Speaker speaker_1: 2051.

Speaker speaker_0: Okay. Smith, Jeremy?

Speaker speaker_1: Yes, ma'am. Yes, ma'am.

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

Speaker speaker_1: Uh, 4404 Montgomery Boulevard Northeast, Albuquerque, New Mexico 87109, Apartment 80. My birthday is 3/1/87.

Speaker speaker_0: And then is this a good contact number to reach you at?

Speaker speaker_1: 281-818-0554.

Speaker speaker_0: Give me one second. Let me review your account. Okay, sir. So, it looks like your staffing agency has transitioned to our insurance, being Benefits In a Card. You, you guys on our end are still not active. So you would have to reach out to your previous, um, insurance company. The rollover hasn't happened yet.

Speaker speaker_1: Oh, they're transitioning. Okay, so-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So, so starting May 5th is when we'll be, we'll be active, correct?

Speaker speaker_0: Well, once we see the first... But I can't, I wouldn't be able to tell you because we don't have access to their payrolls. But once you see the first deduction of the 4649 for your Vision, Dental, VIP Classic and Preventive Plan, that's when the... The following Monday of that first deduction is when the plan becomes effective. If you're not so sure of when, you're always welcome to call every Monday of the beginning of the week to ask to see if you're active with us already.

Speaker speaker_1: Well, wh- what I'm... Oh. Well, that's not a problem. 'Cause y'all, this is, uh, trans... The paper here says May 5th.

Speaker speaker_0: Well, you're welcome to call back. It is. But I wouldn't be able to tell you. Um, I just know once you see the first deduction of the 4649, the following Monday the plan becomes active. But you're welcome to contact us on that date to see if you have become active already. I just wouldn't be able to tell you.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. All right. Thank you, ma'am.

Speaker speaker_0: You're welcome. I hope you have a great day. And I was gonna let you know that for your plan, which is the VIP Classic, the one that covers, like, doctor visits and such, that one they normally don't mail that out to you. So once... If you do want a physical card once you become active, you're welcome to reach out to us and we can request it to the carrier. But once you become active, that first or second week, you should definitely be getting three cards, which is vision, dental and your preventative. But for your medical, you do have to request it, if you do want a physical one.

Speaker speaker_1: Okay. Can I change my shipping address?

Speaker speaker_0: Yes. What is that, um, address that you want the cards to be sent out to?

Speaker speaker_1: It's gonna be... One second. I just moved in, that's why I

Speaker speaker_2: It's okay.

Speaker speaker_1: Uh, 1160. 1160.

Speaker speaker_0: Mm-hmm. Mm-hmm.

Speaker speaker_1: Damonte. It's D-A-M-O-N-T-E.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Ranch, Ranch Parkway, Reno, Nevada 89521.

Speaker speaker_0: Okay. Thank you.

Speaker speaker_1: And let me get the apartment number for you, one second.

Speaker speaker_0: Oh.

Speaker speaker_1: Yeah, let, let me get the apartment number for you, one second.

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

Speaker speaker_1: 3026. I believe. Hold on. Yeah, apartment 3026.

Speaker speaker_0: Apartment 3036?

Speaker speaker_1: No, 3026.

Speaker speaker_0: 20-

Speaker speaker_1: 3026.

Speaker speaker_0: Okay, thank you. All right. I have that down. I have-

Speaker speaker_1: Can you repeat this for me so we can confirm it?

Speaker speaker_0: Nope. Yep. I have 1160 Damonte Ranch Parkway, Reno, Nevada 89521, Apartment 3026.

Speaker speaker_1: Yes, ma'am. That's it. Thank you very much.

Speaker speaker_0: All right. That has been updated, so now you just have to play the waiting game. And once you get... Once you see the first deduction, the following Monday the plan becomes active. And then just remember that you do have to call in-

Speaker speaker_1: Okay. Thank you, ma'am.

Speaker speaker_0: ... if you do want a physical medical card, okay?

Speaker speaker_1: Okay. Thank you.

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

Speaker speaker_1: Oh, you too, ma'am.