

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Veterans with Permanent Health Care. My name is Stephanie. How can I assist you? Um, yeah, this is Megan Finky. Um, I was calling to see about what I needed to do to, um, get my insurance card. Okay. Yeah. I can help you with that. Um, what staffing agency do you work for? Um, I work, uh, for the, um, ISS, but through NASCO. Okay. Give me one second. That's the name of the staffing agency that you applied with? Um, ISS. Yeah. I don't know. It just says ISS. Okay 'cause we do admin- I don't have the full name. ... because we do administrate different agencies around the nation, um, so I would need the right name. Okay. Um, uh, let's see if I can find something. If it starts with a I, it could be either Innovation Staffing Solution or- Yeah. That's what it is. ... Integrity Trade. No, it's the Staff, the In-Innovation? Okay. Yeah. Sorry. It's okay. And then what are the last four of your Social? 1420. Okay. And then for security purposes, I do need you to verify your address as well as your date of birth. Um, it's 271 Old US Highway 50 62219. 62219. Sorry. And then it's also- That's okay. ... supposed to be PO Box 512. Okay. So that's, it's 271. I'm sorry, you kind of broke up after the 2710. It's 271 Old- Let me see. ... Old US Highway 50 East. Mm-hmm. That's PO Box 512, and it's supposed to be Bechtemeyer, Illinois 62219. Okay. Okay. Thank you. Um, and then- Mm-hmm. ... what's your date of birth? 8/7/1981. Okay. Is your phone number still 618-920-7914? Yes. That is correct. And I have your first name, last name, the number eight at gmail.com. Is that up to date? Yes. That is correct. Okay. All right. So would that be a good email to send it to your cards? Yes. Okay. Oh, okay. Oh, so actually it looks like we're still waiting on receiving a deduction from your, um, staffing agency. We haven't received one yet. Okay. Um- So, I mean, so the card will be ready. They told me to call you, so... Yeah. So we do have- So tell me to go to them and tell them. Yes. That we haven't received a deduction. So once we receive the first deduction from your staffing agency, the following Monday of that deduction is when you have active coverage. And then by that Thursday or Friday of your activation week, you should be getting your dental card, vision card, um, and then for your insurance plus basic. They normally don't mail those out to the member. Okay. If you do want a physical copy though, you're welcome to give us a call once you're active, and we can go ahead and put in a request, but you would have to be active for us to request it. Okay, 'cause I just got paid my first paycheck today, so I'm sure... I don't know if they sent that out. I don't know if they got it to you yet. But... So like- Yeah. ... this is my second full week, so this would be my first paycheck. Yeah. Once... So once you see that deduction on, uh, your paycheck, the first deduction on your paycheck, the following Monday- Okay. ... you're going to have coverage. So I would be looking at your paycheck to see that deduction when it's... when it's being done and stuff 'cause once I find- Okay. ... the first one, the following Monday is when you have active coverage. But yeah, um, the card won't be ready since we haven't received

the deduction yet. Okay. All right. Did you have any questions? Nope. That was it. Okay. Well, I hope you have a great day today. And, oh, yeah. Yes. Before I let you go- Yeah. ... um, it looks like we're missing a beneficiary for your plan, um, for your term life and group accident. Did you want to put somebody down just in case something was to happen to you? Oh, I thought I did. But, um, yeah, can I put my son down? Yes. What's his name? Okay. Owen. Mm-hmm. And then last name? Owen Dot G as in goat. Mm-hmm. A as in apple, N as in nanny, and then Z as in zebra. Okay. Thank you. All right. I got him down as a beneficiary. Okay. All right, so I would just be taking- Got it. ... a look at your, um, paycheck. So once you see the very first deduction come out of that paycheck of the \$30.94, the following Monday from that deduction is when you finally have active coverage. And you're welcome to give us a call at Monday so that we can put in a request if you do want a physical copy of your insurance plus basic- Yeah, I probably need one. Okay. Yeah. Yeah. So you'll... You're welcome to give us a call and we'll put that request in. But you for sure should be getting your dental card and your vision card that first week of the activation week, either that Thursday- Okay. ... or Friday. And if you for some reason- Okay. ... you have a doctor's appointment and you still don't have your cards, you're welcome to give us a call and we'll email them to you. Okay. Sounds good. All right. Well, I hope you have a great day. Yep. Have a good weekend. Thank you. You too. All right. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Veterans with Permanant Health Care. My name is Stephanie. How can I assist you?

Speaker speaker_1: Um, yeah, this is Megan Finky. Um, I was calling to see about what I needed to do to, um, get my insurance card.

Speaker speaker_0: Okay. Yeah. I can help you with that. Um, what staffing agency do you work for?

Speaker speaker_1: Um, I work, uh, for the, um, ISS, but through NASCO.

Speaker speaker_0: Okay. Give me one second. That's the name of the staffing agency that you applied with?

Speaker speaker_1: Um, ISS. Yeah. I don't know. It just says ISS.

Speaker speaker_0: Okay 'cause we do admin-

Speaker speaker_1: I don't have the full name.

Speaker speaker_0: ... because we do administrate different agencies around the nation, um, so I would need the right name.

Speaker speaker_1: Okay. Um, uh, let's see if I can find something.

Speaker speaker_0: If it starts with a I, it could be either Innovation Staffing Solution or-

Speaker speaker_1: Yeah. That's what it is.

Speaker speaker_0: ... Integrity Trade.

Speaker speaker_1: No, it's the Staff, the In-

Speaker speaker_0: Innovation? Okay.

Speaker speaker_1: Yeah. Sorry.

Speaker speaker_0: It's okay. And then what are the last four of your Social?

Speaker speaker_1: 1420.

Speaker speaker_0: Okay. And then for security purposes, I do need you to verify your address as well as your date of birth.

Speaker speaker_1: Um, it's 271 Old US Highway 50 62219. 62219. Sorry. And then it's also-

Speaker speaker_0: That's okay.

Speaker speaker_1: ... supposed to be PO Box 512.

Speaker speaker_0: Okay. So that's, it's 271. I'm sorry, you kind of broke up after the 2710.

Speaker speaker_1: It's 271 Old-

Speaker speaker_0: Let me see.

Speaker speaker_1: ... Old US Highway 50 East.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: That's PO Box 512, and it's supposed to be Bechtemeyer, Illinois 62219.

Speaker speaker_0: Okay. Okay. Thank you. Um, and then-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... what's your date of birth?

Speaker speaker_1: 8/7/1981.

Speaker speaker_0: Okay. Is your phone number still 618-920-7914?

Speaker speaker_1: Yes. That is correct.

Speaker speaker_0: And I have your first name, last name, the number eight at gmail.com. Is that up to date?

Speaker speaker_1: Yes. That is correct.

Speaker speaker_0: Okay. All right. So would that be a good email to send it to your cards?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Oh, okay. Oh, so actually it looks like we're still waiting on receiving a deduction from your, um, staffing agency. We haven't received one yet.

Speaker speaker_1: Okay. Um-

Speaker speaker_0: So, I mean, so the card will be ready.

Speaker speaker_1: They told me to call you, so...

Speaker speaker_0: Yeah. So we do have-

Speaker speaker_1: So tell me to go to them and tell them.

Speaker speaker_0: Yes. That we haven't received a deduction. So once we receive the first deduction from your staffing agency, the following Monday of that deduction is when you have active coverage. And then by that Thursday or Friday of your activation week, you should be getting your dental card, vision card, um, and then for your insurance plus basic. They normally don't mail those out to the member.

Speaker speaker_1: Okay.

Speaker speaker_0: If you do want a physical copy though, you're welcome to give us a call once you're active, and we can go ahead and put in a request, but you would have to be active for us to request it.

Speaker speaker_1: Okay, 'cause I just got paid my first paycheck today, so I'm sure... I don't know if they sent that out. I don't know if they got it to you yet. But... So like-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... this is my second full week, so this would be my first paycheck.

Speaker speaker_0: Yeah. Once... So once you see that deduction on, uh, your paycheck, the first deduction on your paycheck, the following Monday-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you're going to have coverage. So I would be looking at your paycheck to see that deduction when it's... when it's being done and stuff 'cause once I find-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the first one, the following Monday is when you have active coverage. But yeah, um, the card won't be ready since we haven't received the deduction yet.

Speaker speaker_1: Okay.

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

Speaker speaker_1: Nope. That was it.

Speaker speaker_0: Okay. Well, I hope you have a great day today. And, oh, yeah.

Speaker speaker_1: Yes.

Speaker speaker_0: Before I let you go-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... um, it looks like we're missing a beneficiary for your plan, um, for your term life and group accident. Did you want to put somebody down just in case something was to happen to you?

Speaker speaker_1: Oh, I thought I did. But, um, yeah, can I put my son down?

Speaker speaker_0: Yes. What's his name?

Speaker speaker_1: Okay. Owen.

Speaker speaker_0: Mm-hmm. And then last name?

Speaker speaker_1: Owen Dot G as in goat.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: A as in apple, N as in nanny, and then Z as in zebra.

Speaker speaker_0: Okay. Thank you. All right. I got him down as a beneficiary.

Speaker speaker_1: Okay.

Speaker speaker_0: All right, so I would just be taking-

Speaker speaker_1: Got it.

Speaker speaker_0: ... a look at your, um, paycheck. So once you see the very first deduction come out of that paycheck of the \$30.94, the following Monday from that deduction is when you finally have active coverage. And you're welcome to give us a call at Monday so that we can put in a request if you do want a physical copy of your insurance plus basic-

Speaker speaker_1: Yeah, I probably need one.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: Yeah. So you'll... You're welcome to give us a call and we'll put that request in. But you for sure should be getting your dental card and your vision card that first week of the activation week, either that Thursday-

Speaker speaker_1: Okay.

Speaker speaker_0: ... or Friday. And if you for some reason-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you have a doctor's appointment and you still don't have your cards, you're welcome to give us a call and we'll email them to you.

Speaker speaker_1: Okay. Sounds good.

Speaker speaker_0: All right. Well, I hope you have a great day.

Speaker speaker_1: Yep. Have a good weekend.

Speaker speaker_0: Thank you. You too.

Speaker speaker_1: All right. Bye.