

Transcript: Estefania

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Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, hi, Stephanie. My name is Jaime Perez. Mm-hmm. And, uh, I just had a couple missed calls from you guys- Missed calls? Yeah. ... and I'm just listening back to them. That was me. Um, so I was act- calling r- 'cause I heard your voicemail. Um, I was actually gonna tell you that it wasn't nobody from our office that actually called. Sometimes the staffing agencies do call. Um... So it was probably that, 'cause I'm looking, and we usually document everything, and I wasn't seeing that nobody reached out. Um, were you expecting a call back? Oh, no. I just wanted to do it. Regarding like maybe your benefits or something? Maybe, maybe- maybe I, I wanted to reach out for like the, uh, physical, and that's it. I just wanted to do a physical. Oh, okay. Gotcha. So who you actually have to contact is, um... Oh, let me see what plans you have. Give me one second. So you have- you only have the VIP Plus, Vision Dental, and Free Rx. So your VIP Plus plan is the one that covers doctor visits if sick, hospi-patient visits if injured, urgent care, emergency room, and surgery. However, that plan doesn't cover preventative services, which would be considered like a physical, some vaccines, some STD and cancer screenings. So it doesn't cover anything before a problem actually occurs, in other words. Oh. Okay. Does, does it, does it cover like, uh, doctors, uh, through the, um, through an out- like, VR. Like, you know, sometimes we can call doctors? Does it cover that? Mm-hmm. Um, what do you mean? I'm sorry. Usually you can do, uh, like, on- online, um... Probably like, yeah, like o-online, um... You can, instead of going into- So- Basically you talk to a doctor, uh- Mm-hmm. ... like through three phones? Gotcha. So, uh, the plan that you have includes virtual urgent care, which is- Oh, right. Correct. ... medical assistance virtually via telephone or video call. Okay, okay. Sounds good. And then it, whenever you, um, became active, you should have received an email regarding that. So I would be looking through your- Okay. Yeah. I think- ... email. You should have gotten an email. I think that- I thi- I think I did got it. I think I did got that email. Mm-hmm. And then from there you should be able to get- So it was nothing urgent then? Uh, no. 'Cause like I said, sometimes the staffing agencies do call and send messages, uh, regarding the benefits. But it wasn't... Nobody from our actual office c- who called you. 'Cause I was verifying just to make sure before I called you. And yeah, I didn't see... The last note I seen, it was from February the 25th, and it was them letting you know regarding, um, once your child is born that you would need to contact us to submit that quality of life event within 30 days of the child being born in order to have them added into your enrollment. That's the last note. It w- it wasn't nobody from our actual office. Okay. Okay. Tha- that sounds great. So that's why I was just calling- That sounds great. ... to see if you needed some assistance maybe with something else. But regarding your virtual urgent care, you should definitely be having that email. I'm pretty sure it comes from like info@benefitsinacard.com. Okay. Okay. Sounds, sounds good. I'll, I'll, I'll take care of

it and the rest of the stuff. Thank you for your help. All right. And if... You're welcome. And if you need any help we're open from 8:00 AM up until 8:00 PM Eastern Time. Okay? 'Cause I believe you're in California, so it's 11:53- Correct. ... of here already. So I'm guessing like 8:00 over there. Oh, wow. Okay. Yeah. Yeah. Okay. Sounds, sounds good. Thank you. You welcome. Have a nice day. Have a great day. Beep, beep.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Uh, hi, Stephanie. My name is Jaime Perez.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And, uh, I just had a couple missed calls from you guys-

Speaker speaker_0: Missed calls? Yeah.

Speaker speaker_1: ... and I'm just listening back to them.

Speaker speaker_0: That was me. Um, so I was act- calling r- 'cause I heard your voicemail. Um, I was actually gonna tell you that it wasn't nobody from our office that actually called. Sometimes the staffing agencies do call. Um... So it was probably that, 'cause I'm looking, and we usually document everything, and I wasn't seeing that nobody reached out. Um, were you expecting a call back?

Speaker speaker_1: Oh, no. I just wanted to do it.

Speaker speaker_0: Regarding like maybe your benefits or something?

Speaker speaker_1: Maybe, ma- may- maybe I, I wanted to reach out for like the, uh, physical, and that's it. I just wanted to do a physical.

Speaker speaker_0: Oh, okay. Gotcha. So who you actually have to contact is, um... Oh, let me see what plans you have. Give me one second. So you have- you only have the VIP Plus, Vision Dental, and Free Rx. So your VIP Plus plan is the one that covers doctor visits if sick, hospi- patient visits if injured, urgent care, emergency room, and surgery. However, that plan doesn't cover preventative services, which would be considered like a physical, some vaccines, some STD and cancer screenings. So it doesn't cover anything before a problem actually occurs, in other words.

Speaker speaker_1: Oh. Okay. Does, does it, does it cover like, uh, doctors, uh, through the, um, through an out- like, VR. Like, you know, sometimes we can call doctors? Does it cover that?

Speaker speaker_0: Mm-hmm. Um, what do you mean? I'm sorry.

Speaker speaker_1: Usually you can do, uh, like, on- online, um... Probably like, yeah, like o-online, um... You can, instead of going into-

Speaker speaker_0: So-

Speaker speaker_1: Basically you talk to a doctor, uh-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... like through three phones?

Speaker speaker_0: Gotcha. So, uh, the plan that you have includes virtual urgent care, which is-

Speaker speaker_1: Oh, right. Correct.

Speaker speaker_0: ... medical assistance virtually via telephone or video call.

Speaker speaker_1: Okay, okay. Sounds good.

Speaker speaker_0: And then it, whenever you, um, became active, you should have received an email regarding that. So I would be looking through your-

Speaker speaker_1: Okay. Yeah. I think-

Speaker speaker_0: ... email. You should have gotten an email.

Speaker speaker_1: I think that- I thi- I think I did got it. I think I did got that email.

Speaker speaker_0: Mm-hmm. And then from there you should be able to get-

Speaker speaker_1: So it was nothing urgent then?

Speaker speaker_0: Uh, no. 'Cause like I said, sometimes the staffing agencies do call and send messages, uh, regarding the benefits. But it wasn't... Nobody from our actual office c- who called you. 'Cause I was verifying just to make sure before I called you. And yeah, I didn't see... The last note I seen, it was from February the 25th, and it was them letting you know regarding, um, once your child is born that you would need to contact us to submit that quality of life event within 30 days of the child being born in order to have them added into your enrollment. That's the last note. It w- it wasn't nobody from our actual office.

Speaker speaker_1: Okay. Okay. Tha- that sounds great.

Speaker speaker_0: So that's why I was just calling-

Speaker speaker_1: That sounds great.

Speaker speaker_0: ... to see if you needed some assistance maybe with something else. But regarding your virtual urgent care, you should definitely be having that email. I'm pretty sure it comes from like info@benefitsinacard.com.

Speaker speaker_1: Okay. Okay. Sounds, sounds good. I'll, I'll, I'll take care of it and the rest of the stuff. Thank you for your help.

Speaker speaker_0: All right. And if... You're welcome. And if you need any help we're open from 8:00 AM up until 8:00 PM Eastern Time. Okay? 'Cause I believe you're in California, so it's 11:53-

Speaker speaker_1: Correct.

Speaker speaker_0: ... of here already. So I'm guessing like 8:00 over there.

Speaker speaker_1: Oh, wow. Okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay.

Speaker speaker_1: Sounds, sounds good. Thank you.

Speaker speaker_0: You welcome. Have a nice day.

Speaker speaker_1: Have a great day.

Speaker speaker_0: Beep, beep.