

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Good morning, Francesca. My name is Robin McGinnis and I'm an employee of Verstell Staffing, and as of Friday, they started taking out deductions from my paycheck for benefits. Um, so I called them on Friday, so how soon will I receive insurance information, medical cards and so forth? And they said that I needed to contact Benefits in a Card for that information. So I was curious if you had a timeline as to when that information would be sent out. Sure thing. Let's take a look and see. Okay, thank you. What is the last part of your social? 1358. Please verify your mailing address and date of birth. 1001 North Pasadena, Unit 53, Mesa, Arizona 85201. Date of birth is 3/13/61. So your best contact for 80577-9285? That is correct. And we have your email down as azgirl12@cox.net? That's correct. Okay. So your policy was activated yesterday, Monday the 17th. Oh. The benefit cards will be sent out by your carriers on the 21st, which will be there by this Friday. And from the current selection that you have, only vision and dental was sent out. The carrier for your medical, which is American Public Life, for some reason only does a digital copy for their medical card unless it's requested. So will my... So if my medical card will be emailed to me, will I receive that like today or tomorrow? So unfortunately, we're not with the carriers or the carrier. We're only an account administrator. The only info we have is the estimate I have provided to you. I can take a look and see if we have access to any digital copies of the benefit cards, but I can't give you an exact time as to when you will be receiving those benefit cards either in the mail or in your email. The only thing that we have been advised- So... Okay. So my question is, if I don't receive like my medical card, which is gonna be emailed to me by Friday, who would I call? Would I call you guys back? Do I call the carrier? I mean, who do I communicate with? You can give us a call back to see if by then we have access to the digital copies of them. But as of right now- Okay. ... none of the three are available. I was checking while I was with you. But we have- Okay. ... yet to have access to them. Were you needing them for any upcoming appointment? No. I'm good until next week. That's my concern. Understood. I would suggest that if Friday you do not see the digital copy of that medical card, you're free to give us a call back to see if the digital copies will be available to send them to your email while you wait for the hard copies of the dental and vision to get to you. Okay. I appreciate it. Thank you so much. You have an amazing day. Of course. Thank you for your time. Have a wonderful rest of your day as well. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Good morning, Francesca. My name is Robin McGinnis and I'm an employee of Verstella Staffing, and as f- of Friday, they started taking out deductions from my paycheck for benefits. Um, so I c- asked them on Friday, so how soon will I receive insurance information, medical cards and so forth? And they said that I needed to contact Benefits in a Card for that information. So I was curious if you had a timeline as to when that information would be sent out.

Speaker speaker_0: Sure thing. Let's take a look and see.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: What is the last part of your social?

Speaker speaker_1: 1358.

Speaker speaker_0: Please verify your mailing address and date of birth.

Speaker speaker_1: 1001 North Pasadena, Unit 53, Mesa, Arizona 85201. Date of birth is 3/13/61.

Speaker speaker_0: So your best contact for 80577-9285?

Speaker speaker_1: That is correct.

Speaker speaker_0: And we have your email down as azgirl12@cox.net?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. So your policy was activated yesterday, Monday the 17th.

Speaker speaker_1: Oh.

Speaker speaker_0: The benefit cards will be sent out by your carriers on the 21st, which will be there f- this Friday. And from the current selection that you have, only vision and dental was sent out. The carrier for your medical, which is American Public Life, for some reason only does a digital copy for their medical card unless it's requested.

Speaker speaker_1: So will my... So if my medical card will be emailed to me, will I receive that like today or tomorrow?

Speaker speaker_0: So unfortunately, we're not with the carriers or the carrier. We're only an account administrator. The only info we have is the estimate I have provided to you. I can take a look and see if we have access to any digital copies of the benefit cards, but I can't give you an exact time as to when you will be receiving those benefit cards either in the mail or in your email. The only thing that we have been advised-

Speaker speaker_1: So... Okay. So my question is, if I don't receive like m- my medical card, which is gonna be emailed to me by Friday, who would I call? Would I call you guys back? Do I call the carrier? I mean, who do I communicate with?

Speaker speaker_0: You can give us a call back to see if by then we have access to the digital copies of them. But as of right now-

Speaker speaker_1: Okay.

Speaker speaker_0: ... none of the three are available. I was checking while I was with you. But we have-

Speaker speaker_1: Okay.

Speaker speaker_0: ... yet to have access to them. Were you needing them for any upcoming appointment?

Speaker speaker_1: No. I'm good u- up until next week. That's my concern.

Speaker speaker_0: Understood. I would suggest that if Friday you do not see the digital copy of that medical card, you're free to give us a call back to see if the digital copies will be available to send them to your email while you wait for the hard copies of the dental and vision to get to you.

Speaker speaker_1: Okay. I appreciate it. Thank you so much. You have an amazing day.

Speaker speaker_0: Of course. Thank you for your time. Have a wonderful rest of your day as well.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Bye.