

Transcript: Francesca

Baez-6537190237716480-6410474005643264

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's Mark Reinert. Um, I just, uh, well, I don't know, I've had insurance for a couple of weeks now, but I have some questions. Uh, my first one is, is I don't know how to, like, make a doctor's appointment or nothing. I haven't had insurance in probably a decade, so I know things have changed. So, just seeing if you know what I need to do or if you know who, like, who my doctors are or who my... whatever the... you know what I mean, the group that I can go to? I'll have to take a look at the plan that you're currently enrolled in to see if there's even a network requirement on them. Okay. What staffing company do you work with? Uh, American Staff Corps. What are the last four of your Social? 8570. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Yes, ma'am. Uh, my date of birth's August 3rd, 1974. And, um, the address is 14316 East 380 Road in Claremore, Oklahoma 74017. We have the best phone number to reach you down as 918-313-7465. Yes, ma'am. I'm going to show your email down as firstname.period.lastname@outlook.com. Yes, ma'am. So, the current policy that's active is the one that's held on from the auto-enrollment, which is that Medical Preventative Care Plan. The VIP Classic and Vision Policy is not active yet. We're waiting on our activation payment for that one. With the current plan, you have to reach out to the multi-plan network to see which providers in your area are within that network if you were thinking of using that plan. But if you're thinking of using the VIP Classic and wait for it to become active, there is no network restrictions on those plans. Okay. What, um... Why am I not active? Because I've been working for over a month, been paying for a month. We have only received one deduction, which is the \$16.85 for the auto-enrollment policy. The one that's not yet active is your request to be enrolled into the VIP Classic and Vision due to the fact that changes on a policy take seven to ten business days to process, and it hasn't been ten business days yet. Okay, so, uh, do you know how many more days are we looking at? I can't remember what day, uh... I just remember I had to go home and, uh, get on the computer and, like, sign up for the Vision and the, the better insurance. So far, it has been a week since you requested for the coverage change. Due to the fact that we don't have access to the paycheck, only your staffing company does- Okay. ... I wouldn't be able to tell you specifically how many more paychecks. You need to wait to see the deduction. But bear with me one moment. Sorry. Okay. Um, and then- I'm s-... Go ahead. Go ahead. No, no, no. You're fine. Go ahead. I was just gonna say, um, when you see the first deduction change from the \$16.85 to \$21.72, following Monday of the paycheck with the \$21.72 deduction will be when that policy becomes effective. Gotcha. Um, last thing. Can you send me the, um... The, the place I go for my glasses, they'll need, like, what y'all... You know, like, I know it's like \$135 for the frames and what you pay for the lenses. Can you email me that? 'Cause I have to show that to them so I can get my gl- my

safety glasses. Unfortunately, as we are just the administrator, the only thing that I can provide you with that information is a copy of your staffing company's benefit guide. Will that work? Okay. Uh, yeah, go ahead and send that to me in an email. That way, I, I'm, I'm sure that the, the eye doctor will know more what to look at than I will. All right, it's going to be sent from our office email, which is info@benefitsinacard.com, title Benefit Guide. All right, Francesca. I appreciate you. I hope you're having a great Friday and, uh, enjoy your weekend. Thank you. You, too, have a great rest of your day and enjoy your weekend as well. Yes, ma'am. 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's Mark Reinert. Um, I just, uh, well, I don't know, I've had insurance for a couple of weeks now, but I have some questions. Uh, my first one is, is I don't know how to, like, make a doctor's appointment or nothing. I haven't had insurance in probably a decade, so I know things have changed. So, just seeing if you know what I need to do or if you know who, like, who my doctors are or who my... whatever the... you know what I mean, the group that I can go to?

Speaker speaker_0: I'll have to take a look at the plan that you're currently enrolled in to see if there's even a network requirement on them.

Speaker speaker_1: Okay.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Uh, American Staff Corps.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: 8570.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: Yes, ma'am. Uh, my date of birth's August 3rd, 1974. And, um, the address is 14316 East 380 Road in Claremore, Oklahoma 74017.

Speaker speaker_0: We have the best phone number to reach you down as 918-313-7465.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: I'm going to show your email down as firstname period lastname@outlook.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: So, the current policy that's active is the one that's held on from the auto-enrollment, which is that Medical Preventative Care Plan. The VIP Classic and Vision Policy is not active yet. We're waiting on our activation payment for that one. With the current plan, you have to reach out to the multi-plan network to see which providers in your area are within that network if you were thinking of using that plan. But if you're thinking of using the VIP Classic and wait for it to become active, there is no network restrictions on those plans.

Speaker speaker_1: Okay. What, um... Why am I not active? Because I've been working for over a month, been paying for a month.

Speaker speaker_0: We have only received one deduction, which is the \$16.85 for the auto-enrollment policy. The one that's not yet active is your request to be enrolled into the VIP Classic and Vision due to the fact that changes on a policy take seven to ten business days to process, and it hasn't been ten business days yet.

Speaker speaker_1: Okay, so, uh, do you know how many more days are we looking at? I can't remember what day, uh... I just remember I had to go home and, uh, get on the computer and, like, sign up for the Vision and the, the better insurance.

Speaker speaker_0: So far, it has been a week since you requested for the coverage change. Due to the fact that we don't have access to the paycheck, only your staffing company does-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I wouldn't be able to tell you specifically how many more paychecks. You need to wait to see the deduction. But bear with me one moment. Sorry.

Speaker speaker_1: Okay. Um, and then-

Speaker speaker_0: I'm s-... Go ahead.

Speaker speaker_1: Go ahead. No, no, no. You're fine. Go ahead.

Speaker speaker_0: I was just gonna say, um, when you see the first deduction change from the \$16.85 to \$21.72, following Monday of the paycheck with the \$21.72 deduction will be when that policy becomes effective.

Speaker speaker_1: Gotcha. Um, last thing. Can you send me the, um... The, the place I go for my glasses, they'll need, like, what y'all... You know, like, I know it's like \$135 for the frames and what you pay for the lenses. Can you email me that? 'Cause I have to show that to them so I can get my gl- my safety glasses.

Speaker speaker_0: Unfortunately, as we are just the administrator, the only thing that I can provide you with that information is a copy of your staffing company's benefit guide. Will that work?

Speaker speaker_1: Okay. Uh, yeah, go ahead and send that to me in an email. That way, I, I'm, I'm sure that the, the eye doctor will know more what to look at than I will.

Speaker speaker_0: All right, it's going to be sent from our office email, which is info@benefitsinacard.com, title Benefit Guide.

Speaker speaker_1: All right, Francesca. I appreciate you. I hope you're having a great Friday and, uh, enjoy your weekend.

Speaker speaker_0: Thank you. You, too, have a great rest of your day and enjoy your weekend as well.

Speaker speaker_1: Yes, ma'am. Bye-bye.