

Transcript: Justin

Mills-5664456077656064-4894649526960128

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. Good afternoon. My name is Jessica Villa Delgado. Um, I'm speaking on behalf of my h- uh, husband, Xander X Delgado. I just have a question for, um, our, uh, from the Benefits in a Card. Um, they had a transition with their, with their benefits, and I have a question about the, the new cards that's coming in seven weeks. Yeah, what's the staffing agency he works for? He works for the Superior Skilled Trades. And the last four of his Social? 2693. And what was his first and last name? Uh, Xander X Villa Delgado. Okay. Okay, let's see here. Now, I can give you limited information, um, because he doesn't have any dependents listed right now. So, he would actually have to call to provide the dependent information before I can even give you any further in- information. Um, but I can try to help you, um, with, with a little bit. Um, but I can't really- Okay. ... give you a lot in depth 'cause you're not listed on, uh, as a dependent. Um, but could you verify his date of birth for me real quick? 11/25/72. Okay. Let's see here. Um, your email- And you stated you were wondering when ID cards... Yeah. You're saying where I'm not a, a dependent, re- for medical? So, I see that he has employee plus family coverage, but he doesn't have any- Yeah. ... dependents listed. So, he would actually have to call, uh, us back to add these dependents, like the spouse, children, et cetera, um- Oh. ... but yeah. So, looking at the file- I, I- ... I'm not seeing that they're, that they're listed. Mm. I thought that was already done beforehand, so... Yeah, 'cause my problem is I have an appointment coming up on, uh, May 5th. And he did call me this morning that there had been changes with our insurance benefits, and, and, and I, I also called his HR at the, at his work, and they said that to call you because it's really about the, the insurance card that I have to show, uh, during my, um, my appointment on the 5th. So, that will be my problem. Okay. Um, so looking at the file, it does say he is in a future request sent for enrollment. So, it looks like coverage should actually begin on Monday or May 5th. However- Mm-hmm. ... the insurance carrier takes from 72 hours to generate policy numbers. Um, but I do- Mm. ... know that if he does become active on that day, and you do go to that appointment, you can have those providers reach out to us at Benefits in a Card, and we can let them know- Mm-hmm. ... "Hey, this number is currently active," provide eligibility, and just let them know we're waiting- Mm-hmm. ... for the insurance to generate policy numbers. Okay. Okay. All right, um, and I was also informed that you do, um, electronic cards. Is that possible? 'Cause it wasn't- Yeah. ... in the email. So, I, yeah, I just wanted to ask about that. So- Yes, so... Continue, I'm sorry. So, will that make any difference? I mean, an electronic card can be emailed to me, or, or should I just- Yes. ... look for the... mm-hmm. Um, so I do know that, yeah, ID cards can be emailed to you, uh, usually the Thursday- Okay. ... or Friday of the week the member does become active. Because, like I said earlier- Mm-hmm. ... it takes the insurance carrier 72 hours to generate those policy numbers. 72 hours, okay. Yeah, so once he becomes active, if he, if he or you called back

Thursday or Friday of that week, um, we can email- Mm-hmm. ... the ID card just so you have 'em. Okay, I think I'll just do that. I mean, since it's going to be 72 hours anyway, it doesn't make any, it's not gonna make any changes right now. Yeah. Okay. Um... Um, but I think right now, I would actually have Xander X call us at Benefits in a Card so we can add his dependents. Okay. Yeah. I'll, I'll give him a call and then, uh, make sure he do that. Can he do that online, also? Or should- Um- ... he call personally? No, he should call... Well, he can either do both, um, whatever's easier for him. Um, but I do know- Yeah. ... that calling into the call center usually m- gives us, like, uh, not gives us, but gives the members clear mind that everything went through 'cause they actually spoke with someone. All right. Yeah, I'll have him call you guys so he can, um, he can validate these things that's supposed to be. All right. Thank you. You're welcome. Is there anything else I could assist you with today? That's it. Oh, um, a- you can't give me any information. I'll just ha- I'll have to call you back, then. I was gonna ask you about, like, the benefit information, too, what coverage and stuff like that. But since I can't, then I'll just have to call you back. Yes. Um, I would actually have him, um, uh, uh, request a benefit guide to be emailed to him as well. Um, but I can- Okay. ... I'll go ahead and email that just to be on the safe side for him. Mm-hmm. And you do have his email address, correct? Yeah, xanderx22@gmail. Yeah. Okay. Yeah. Yes. Okay. I'll go ahead and, um- I'll just see if I can get him on the phone. ... email him a copy of that benefit guide, okay? Okay, thank you. You're welcome. You have a great day, okay? Bye-bye. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi. Good afternoon. My name is Jessica Villa Delgado. Um, I'm speaking on behalf of my h- uh, husband, Xander X Delgado. I just have a question for, um, our, uh, from the Benefits in a Card. Um, they had a transition with their, with their benefits, and I have a question about the, the new cards that's coming in seven weeks.

Speaker speaker_0: Yeah, what's the staffing agency he works for?

Speaker speaker_1: He works for the Superior Skilled Trades.

Speaker speaker_0: And the last four of his Social?

Speaker speaker_1: 2693.

Speaker speaker_0: And what was his first and last name?

Speaker speaker_1: Uh, Xander X Villa Delgado.

Speaker speaker_0: Okay. Okay, let's see here. Now, I can give you limited information, um, because he doesn't have any dependents listed right now. So, he would actually have to call to provide the dependent information before I can even give you any further in- information. Um, but I can try to help you, um, with, with a little bit. Um, but I can't really-

Speaker speaker_1: Okay.

Speaker speaker_0: ... give you a lot in depth 'cause you're not listed on, uh, as a dependent. Um, but could you verify his date of birth for me real quick?

Speaker speaker_1: 11/25/72.

Speaker speaker_0: Okay. Let's see here.

Speaker speaker_1: Um, your email-

Speaker speaker_0: And you stated you were wondering when ID cards...

Speaker speaker_1: Yeah. You're saying where I'm not a, a dependent, re- for medical?

Speaker speaker_0: So, I see that he has employee plus family coverage, but he doesn't have any-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... dependents listed. So, he would actually have to call, uh, us back to add these dependents, like the spouse, children, et cetera, um-

Speaker speaker_1: Oh.

Speaker speaker_0: ... but yeah. So, looking at the file-

Speaker speaker_1: I, I-

Speaker speaker_0: ... I'm not seeing that they're, that they're listed.

Speaker speaker_1: Mm. I thought that was already done beforehand, so... Yeah, 'cause my problem is I have an appointment coming up on, uh, May 5th. And he did call me this morning that there had been changes with our insurance benefits, and, and, and I, I also called his HR at the, at his work, and they said that to call you because it's really about the, the insurance card that I have to show, uh, during my, um, my appointment on the 5th. So, that will be my problem.

Speaker speaker_0: Okay. Um, so looking at the file, it does say he is in a future request sent for enrollment. So, it looks like coverage should actually begin on Monday or May 5th. However-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the insurance carrier takes from 72 hours to generate policy numbers. Um, but I do-

Speaker speaker_1: Mm.

Speaker speaker_0: ... know that if he does become active on that day, and you do go to that appointment, you can have those providers reach out to us at Benefits in a Card, and we can let them know-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... "Hey, this number is currently active," provide eligibility, and just let them know we're waiting-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... for the insurance to generate policy numbers.

Speaker speaker_1: Okay. Okay. All right, um, and I was also informed that you do, um, electronic cards. Is that possible? 'Cause it wasn't-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... in the email. So, I, yeah, I just wanted to ask about that. So-

Speaker speaker_0: Yes, so... Continue, I'm sorry.

Speaker speaker_1: So, will that make any difference? I mean, an electronic card can be emailed to me, or, or should I just-

Speaker speaker_0: Yes.

Speaker speaker_1: ... look for the... mm-hmm.

Speaker speaker_0: Um, so I do know that, yeah, ID cards can be emailed to you, uh, usually the Thursday-

Speaker speaker_1: Okay.

Speaker speaker_0: ... or Friday of the week the member does become active. Because, like I said earlier-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... it takes the insurance carrier 72 hours to generate those policy numbers.

Speaker speaker_1: 72 hours, okay.

Speaker speaker_0: Yeah, so once he becomes active, if he, if he or you called back Thursday or Friday of that week, um, we can email-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the ID card just so you have 'em.

Speaker speaker_1: Okay, I think I'll just do that. I mean, since it's going to be 72 hours anyway, it doesn't make any, it's not gonna make any changes right now. Yeah.

Speaker speaker_0: Okay.

Speaker speaker_1: Um...

Speaker speaker_0: Um, but I think right now, I would actually have Xander X call us at Benefits in a Card so we can add his dependents.

Speaker speaker_1: Okay. Yeah. I'll, I'll give him a call and then, uh, make sure he do that. Can he do that online, also? Or should-

Speaker speaker_0: Um-

Speaker speaker_1: ... he call personally?

Speaker speaker_0: No, he should call... Well, he can either do both, um, whatever's easier for him. Um, but I do know-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... that calling into the call center usually m- gives us, like, uh, not gives us, but gives the members clear mind that everything went through 'cause they actually spoke with someone.

Speaker speaker_1: All right. Yeah, I'll have him call you guys so he can, um, he can validate these things that's supposed to be. All right. Thank you.

Speaker speaker_0: You're welcome. Is there anything else I could assist you with today?

Speaker speaker_1: That's it. Oh, um, a- you can't give me any information. I'll just ha- I'll have to call you back, then. I was gonna ask you about, like, the benefit information, too, what coverage and stuff like that. But since I can't, then I'll just have to call you back.

Speaker speaker_0: Yes. Um, I would actually have him, um, uh, uh, request a benefit guide to be emailed to him as well. Um, but I can-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I'll go ahead and email that just to be on the safe side for him.

Speaker speaker_1: Mm-hmm. And you do have his email address, correct?

Speaker speaker_0: Yeah, xanderx22@gmail.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: Yes.

Speaker speaker_1: Okay.

Speaker speaker_0: I'll go ahead and, um-

Speaker speaker_1: I'll just see if I can get him on the phone.

Speaker speaker_0: ... email him a copy of that benefit guide, okay?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: Bye-bye.

Speaker speaker_0: All right, bye-bye.