

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Oh, hi, Justin. This is Tracy at APL. It's been a little while. How are you? I'm doing well and yourself? I'm fine, thank you. So I have a member... well, not yet a member, um, who is employed with ATC Healthcare Services. She was calling to get ID cards, but we do not have a policy issued for her yet. So she's wanting to find out when, you know, that's gonna be done. Yeah. What's her first and last name? And her name is Pamela Turner. Pamela Turner? Yes. And you said she works with ATC? That's what she said, uh-huh. Okay. I, just... Okay. I gotta pull it up here. You can send her over. Okay. All right, Justin. Well, thank you so much and I hope you have a nice evening. You do the same, okay, Tracy? Thank you. Thank you. You're welcome. Bye-bye. Bye-bye. Hello. Am I speaking with Pamela? Yeah. Oh, hey. Tracy from APL informed me that you wanted to know where, when you would become active in the coverage through ATC. Is that correct? Yep. So I was just wondering like when they were gonna get my enrollment coverage, like enrollment information so that I could get, um, either my card via email or electronically so that I can give to my providers? Totally understand. Um, for security purposes, can you verify your date of birth for me real quick? Yep. Date of birth is 7/22/1988. Okay. Um, so looking at the file, it looks like you are currently enrolled in some benefits offered through ATC Healthcare. However, checking the calendar, we're still waiting on that first payroll deduction to come through from them. So once we receive that deduction- Mm-hmm. ... you'll become active and cards will be issued out from there. However, quick question. Oh. Have you received your first paycheck yet? No, no. It's not gonna be probably until like May 2nd. So not this Friday, they informed me, but next Friday. Okay. So that's probably what's going on. You haven't received your first paycheck yet, so that may be the reason why. Okay. Okay. Um, yeah. So I think another point- Okay. So then when the... So then... Oh, sorry. Yeah. So once you do receive your first paycheck- I just had a quick question. Yeah. It would, um, either show up on your first paycheck or your second paycheck. It just depends, but, but what was your question? Oh, 'cause I don't know. Oh, okay. Oh, no. I was gonna ask you how long would it be or would it take from the point of when it's deducted out of my paycheck to the time that I would get it in the mail? Um, I do know- Like five business days or... Yeah. Um, so once it is deducted from your paycheck, you usually become active that following Monday. However, physical ID cards would be received at the home address that's on file within seven to ten business days. But I do know that- Mm-hmm. ... once you do become active in the coverage, if you called the Thursday or Friday of the week you become active, we can email the ID cards to you just so you have them. Oh, okay. Yeah, 'cause that's what I, that's what somebody told me. They told me I could get it electronically if the card wasn't fast enough, so that I could- Mm-hmm. ... give it to the providers, they said, once it was activated. Yeah. We, we can do that. Is that correct? Or...

Um, but re- y- it is, it is correct. Um, but we do know that, that's why we advise members to call the Thursday or Friday of the week they become active, simply because it takes the insurance carriers- Oh, okay. ... at least 72 hours to generate policy numbers. Gotcha. Okay. Okay. That makes sense. All righty. Thank you. I appreciate that. I didn't, I was trying to figure out that information. You're welcome. Is there anything else I could assist you with today? Uh, no, no. That's all. So you said it was gonna be like, like that Thursday or Friday of activation? Yes. So you, so the- So for the paycheck... ... Thursday or... Yeah. So once you become active, i- usually the following Monday, once deductions happen, um, if you called the Thursday or Friday of the week you become active, we can email the ID cards to you. Okay. Gotcha. All righty. Okay. Thank you. I appreciate it. You're welcome. You have a great day, okay? You too. All right. Bye-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: Oh, hi, Justin. This is Tracy at APL. It's been a little while. How are you?

Speaker speaker_0: I'm doing well and yourself?

Speaker speaker_1: I'm fine, thank you. So I have a member... well, not yet a member, um, who is employed with ATC Healthcare Services. She was calling to get ID cards, but we do not have a policy issued for her yet. So she's wanting to find out when, you know, that's gonna be done.

Speaker speaker_0: Yeah. What's her first and last name?

Speaker speaker_1: And her name is Pamela Turner.

Speaker speaker_0: Pamela Turner?

Speaker speaker_1: Yes.

Speaker speaker_0: And you said she works with ATC?

Speaker speaker_1: That's what she said, uh-huh.

Speaker speaker_0: Okay. I, just... Okay. I gotta pull it up here. You can send her over.

Speaker speaker_1: Okay. All right, Justin. Well, thank you so much and I hope you have a nice evening.

Speaker speaker_0: You do the same, okay, Tracy?

Speaker speaker_1: Thank you. Thank you.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Hello. Am I speaking with Pamela?

Speaker speaker_2: Yeah.

Speaker speaker_0: Oh, hey. Tracy from APL informed me that you wanted to know where, when you would become active in the coverage through ATC. Is that correct?

Speaker speaker_2: Yep. So I was just wondering like when they were gonna get my enrollment coverage, like enrollment information so that I could get, um, either my card via email or electronically so that I can give to my providers?

Speaker speaker_0: Totally understand. Um, for security purposes, can you verify your date of birth for me real quick?

Speaker speaker_2: Yep. Date of birth is 7/22/1988.

Speaker speaker_0: Okay. Um, so looking at the file, it looks like you are currently enrolled in some benefits offered through ATC Healthcare. However, checking the calendar, we're still waiting on that first payroll deduction to come through from them. So once we receive that deduction-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... you'll become active and cards will be issued out from there. However, quick question.

Speaker speaker_2: Oh.

Speaker speaker_0: Have you received your first paycheck yet?

Speaker speaker_2: No, no. It's not gonna be probably until like May 2nd. So not this Friday, they informed me, but next Friday.

Speaker speaker_0: Okay. So that's probably what's going on. You haven't received your first paycheck yet, so that may be the reason why.

Speaker speaker_2: Okay.

Speaker speaker_0: Okay. Um, yeah. So I think another point-

Speaker speaker_2: Okay. So then when the... So then... Oh, sorry.

Speaker speaker_0: Yeah. So once you do receive your first paycheck-

Speaker speaker_2: I just had a quick question.

Speaker speaker_0: Yeah. It would, um, either show up on your first paycheck or your second paycheck. It just depends, but, but what was your question?

Speaker speaker_2: Oh, 'cause I don't know. Oh, okay. Oh, no. I was gonna ask you how long would it be or would it take from the point of when it's deducted out of my paycheck to the time that I would get it in the mail?

Speaker speaker_0: Um, I do know-

Speaker speaker_2: Like five business days or...

Speaker speaker_0: Yeah. Um, so once it is deducted from your paycheck, you usually become active that following Monday. However, physical ID cards would be received at the home address that's on file within seven to ten business days. But I do know that-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... once you do become active in the coverage, if you called the Thursday or Friday of the week you become active, we can email the ID cards to you just so you have them.

Speaker speaker_2: Oh, okay. Yeah, 'cause that's what I, that's what somebody told me. They told me I could get it electronically if the card wasn't fast enough, so that I could-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... give it to the providers, they said, once it was activated.

Speaker speaker_0: Yeah. We, we can do that.

Speaker speaker_1: Is that correct? Or...

Speaker speaker_0: Um, but re- y- it is, it is correct. Um, but we do know that, that's why we advise members to call the Thursday or Friday of the week they become active, simply because it takes the insurance carriers-

Speaker speaker_2: Oh, okay.

Speaker speaker_0: ... at least 72 hours to generate policy numbers.

Speaker speaker_2: Gotcha. Okay. Okay. That makes sense. All righty. Thank you. I appreciate that. I didn't, I was trying to figure out that information.

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

Speaker speaker_2: Uh, no, no. That's all. So you said it was gonna be like, like that Thursday or Friday of activation?

Speaker speaker_0: Yes. So you, so the-

Speaker speaker_2: So for the paycheck...

Speaker speaker_0: ... Thursday or... Yeah. So once you become active, i- usually the following Monday, once deductions happen, um, if you called the Thursday or Friday of the week you become active, we can email the ID cards to you.

Speaker speaker_2: Okay. Gotcha. All righty. Okay. Thank you. I appreciate it.

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

Speaker speaker_2: You too.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_2: Bye.