

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Central 00:00:08.000 -- 00:00:11.005, this is Pamela speaking, how may I help you? Hi, Pamela. My name is Melissa Emard and I have, um, I believe as I've made my additions and my changes, I just went to check on everything yesterday and realized that I put it in there twice. Like there's two health, two dental and two vision. . Hmm. So I need to make sure- What is the agency you work for? Carlson. May I have the last four digits of your SSN? 9989. Can you repeat that for me please? 9989. Thank you. Your first and last name? Melissa Emard. Okay, thanks. All right, Melissa Emard. Okay. Miss Emard, for security reasons just to make sure we are in the correct file, can you please verify your complete address and date of birth? My address is 9999 Spencer Highway, Apartment 503. Uh-huh. LaPorte, Texas 77571. My date of birth is 8/13/69. Okay. Thank you. Um, we have a telephone number on file 8325893546, and your email is melissa.emard, your last name, @yahoo.com. That is correct. Okay. So you, you don't have a double. You have the medical, vision and dental, just one. Okay. Then you don't have a double. That's okay. It might be the system that is showing it like that, but- I- Um, you'll, you'll, you'll find, everything is, is correct. You'll find- Okay. So, um, can you tell me when I will be getting my card? Let's see. Um, so this is still pending. Your benefits after they are, um, active, the ID cards take seven to 10 days to arrive. So as soon as you see the new, renewal come out of the pay- payroll, the following Monday the benefits are active. So after they become active, it takes about 72 hours for us to be able to see the ID card in the system, and we could send you temporary ones to your email. But you will have to give us a call. Okay. All right. All right? I'll keep an, I'll keep an eye on that then. So I have a doctor's appointment on the 20th of this month. So then- Well, actually- ... I can... Uh-huh. That's what the system is telling me. But we cannot assure you of that date, because we don't have access to your payroll. Everything is gonna depend on how soon your employer processes the information. Oh, I understand. I understand. I was just wondering if the card that I have now is going to be sufficient. For, um, you have these four medical. Yeah, I just had medical in the beginning, mm-hmm. Uh-huh. And then, and then you added the dental and vision. Right. So- But I don't need dental and vision right away. I just wanna make sure that- Your medical, yes. That- The medical, you can use it. Yeah. Yeah. Okay. If you want. Okay? No problem. Okay. Yeah. Okay. That's all. That's all I needed to know, thank you so much. All right. Thank you for giving us a call. Have a great rest of the day. Thanks, you too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits Central 00:00:08.000 -- 00:00:11.005, this is Pamela speaking, how may I help you?

Speaker speaker_2: Hi, Pamela. My name is Melissa Emard and I have, um, I believe as I've made my additions and my changes, I just went to check on everything yesterday and realized that I put it in there twice. Like there's two health, two dental and two vision. .

Speaker speaker_1: Hmm.

Speaker speaker_2: So I need to make sure-

Speaker speaker_1: What is the agency you work for?

Speaker speaker_2: Carlson.

Speaker speaker_1: May I have the last four digits of your SSN?

Speaker speaker_2: 9989.

Speaker speaker_1: Can you repeat that for me please?

Speaker speaker_2: 9989.

Speaker speaker_1: Thank you. Your first and last name?

Speaker speaker_2: Melissa Emard. Okay, thanks.

Speaker speaker_1: All right, Melissa Emard.

Speaker speaker_2: Okay.

Speaker speaker_1: Miss Emard, for security reasons just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: My address is 9999 Spencer Highway, Apartment 503.

Speaker speaker_1: Uh-huh.

Speaker speaker_2: LaPorte, Texas 77571. My date of birth is 8/13/69.

Speaker speaker_1: Okay. Thank you. Um, we have a telephone number on file 8325893546, and your email is melissa.emard, your last name, @yahoo.com.

Speaker speaker_2: That is correct.

Speaker speaker_1: Okay. So you, you don't have a double. You have the medical, vision and dental, just one.

Speaker speaker_2: Okay.

Speaker speaker_1: Then you don't have a double.

Speaker speaker_2: That's okay.

Speaker speaker_1: It might be the system that is showing it like that, but-

Speaker speaker_2: I-

Speaker speaker_1: Um, you'll, you'll, you'll find, everything is, is correct. You'll find-

Speaker speaker_2: Okay. So, um, can you tell me when I will be getting my card?

Speaker speaker_1: Let's see. Um, so this is still pending. Your benefits after they are, um, active, the ID cards take seven to 10 days to arrive. So as soon as you see the new, renewal come out of the pay- payroll, the following Monday the benefits are active. So after they become active, it takes about 72 hours for us to be able to see the ID card in the system, and we could send you temporary ones to your email. But you will have to give us a call.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: All right?

Speaker speaker_2: I'll keep an, I'll keep an eye on that then. So I have a doctor's appointment on the 20th of this month. So then-

Speaker speaker_1: Well, actually-

Speaker speaker_2: ... I can... Uh-huh.

Speaker speaker_1: That's what the system is telling me. But we cannot assure you of that date, because we don't have access to your payroll. Everything is gonna depend on how soon your employer processes the information.

Speaker speaker_2: Oh, I understand. I understand. I was just wondering if the card that I have now is going to be sufficient.

Speaker speaker_1: For, um, you have these four medical.

Speaker speaker_2: Yeah, I just had medical in the beginning, mm-hmm.

Speaker speaker_1: Uh-huh. And then, and then you added the dental and vision.

Speaker speaker_2: Right.

Speaker speaker_1: So-

Speaker speaker_2: But I don't need dental and vision right away. I just wanna make sure that-

Speaker speaker_1: Your medical, yes.

Speaker speaker_2: That-

Speaker speaker_1: The medical, you can use it.

Speaker speaker_2: Yeah. Yeah. Okay.

Speaker speaker_1: If you want. Okay? No problem.

Speaker speaker_2: Okay. Yeah. Okay.

Speaker speaker_1: That's all.

Speaker speaker_2: That's all I needed to know, thank you so much.

Speaker speaker_1: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: Thanks, you too. Bye-bye.