

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning, thank you for calling at Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? This is Lisa. And how can I assist you, Miss Lisa? Um, I spoke with someone earlier in regards to you guys not receiving my enrollment form. Um, so I sent... he sent an email for me to send a verification of the email being sent in October and the actual form. Um, I'm wondering, um, I'm in an emergency situation and I'm wondering how I can get that email with that and expedite it as far as signing me up and making... giving me my card and stuff, and I'm wondering if you could help. Okay, so as far as receiving the email, I can take a... I can have our, um, the Department of takes care of the emails, check if it's received. Okay. But it... um, and have them send that to the correct a- people to get that, um, approved their... approved. Um, but as far as enrollment, even if we were to enroll you today, it still takes one to two weeks to process. Oh my God. Yeah. Um, she said, um, I... I remember her saying that, um, I can get, um, something sent to me online, like, um, an electronic card or something. Like a- Yep, virtual copies- ... um - ... of your cards but that... No, so the... So as far as the enrollment process, there's no way to expedite that. Um, it does take one to two weeks. But as soon as you do see this as reduction, the following Monday, you're active. Um, and then by that, is it a... Normally at the end of the week you receive your cards, but sometimes these virtual copies are ready about Wednesday. Um, but it'll still be about two and a half weeks before a virtual copy would be ready. What do you suggest I do? That the only thing that would... we are able to do is just wait for that processing time. Okay, so basically I have to go through Medicaid right now if I'm in an emergency? If you have that coverage, that's something that you can, um, you can do, but, I mean, I would... I don't know exactly. I'm not able to recommend, um- Right. ... what to do. Um, well, can you, um, verify that they've received it and everything just so I can make sure it's getting tackled before the weekend? I do. What's the name of the staffing agency you work for? Um, BGSS. And the last four digits of your Social? 2257. All right, and if you can verify your address and date of birth for me? 72590 945 Ogden Street, Denver, Colorado 80218. All right, and your phone number is 720-400-3114? Correct. And I have your email address as LISB25@home.com? Correct. All righty, so taking a look here, we did receive that, um, the email, uh, right now. We received it at 11:00 and it was attached to your file, um, so it's just waiting for the, for the main office to process that, okay? As soon as it's processed, they'll reach out to you and let you know where they go... where you guys go from there, okay? Are you allowed to ask the main office to expedite this or anything? Um, I can send an email asking them if they can, um... letting them know that it's, you know, urgent to be processed, but normally it takes 24 to 48 hours. Please. Okay. I would love that. Thank you so much, if you could please do that. No problem, thank you so much for calling. You have a great day. You too.

Conversation Format

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

Speaker speaker_1: Hi, good morning, thank you for calling at Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: This is Lisa.

Speaker speaker_1: And how can I assist you, Miss Lisa?

Speaker speaker_2: Um, I spoke with someone earlier in regards to you guys not receiving my enrollment form. Um, so I sent... he sent an email for me to send a verification of the email being sent in October and the actual form. Um, I'm wondering, um, I'm in an emergency situation and I'm wondering how I can get that email with that and expedite it as far as signing me up and making... giving me my card and stuff, and I'm wondering if you could help.

Speaker speaker_1: Okay, so as far as receiving the email, I can take a... I can have our, um, the Department of ... takes care of the emails, check if it's received.

Speaker speaker_2: Okay.

Speaker speaker_1: But it... um, and have them send that to the correct a- people to get that, um, approved their... approved. Um, but as far as enrollment, even if we were to enroll you today, it still takes one to two weeks to process.

Speaker speaker_2: Oh my God.

Speaker speaker_1: Yeah.

Speaker speaker_2: Um, she said, um, I... I remember her saying that, um, I can get, um, something sent to me online, like, um, an electronic card or something. Like a-

Speaker speaker_1: Yep, virtual copies-

Speaker speaker_2: ... um -

Speaker speaker_1: ... of your cards but that... No, so the... So as far as the enrollment process, there's no way to expedite that. Um, it does take one to two weeks. But as soon as you do see this as reduction, the following Monday, you're active. Um, and then by that, is it a... Normally at the end of the week you receive your cards, but sometimes these virtual copies are ready about Wednesday. Um, but it'll still be about two and a half weeks before a virtual copy would be ready.

Speaker speaker_2: What do you suggest I do?

Speaker speaker_1: That the only thing that would... we are able to do is just wait for that processing time.

Speaker speaker_2: Okay, so basically I have to go through Medicaid right now if I'm in an emergency?

Speaker speaker_1: If you have that coverage, that's something that you can, um, you can do, but, I mean, I would... I don't know exactly. I'm not able to recommend, um-

Speaker speaker_2: Right.

Speaker speaker_1: ... what to do.

Speaker speaker_2: Um, well, can you, um, verify that they've received it and everything just so I can make sure it's getting tackled before the weekend?

Speaker speaker_1: I do. What's the name of the staffing agency you work for?

Speaker speaker_2: Um, BGSS.

Speaker speaker_1: And the last four digits of your Social?

Speaker speaker_2: 2257.

Speaker speaker_1: All right, and if you can verify your address and date of birth for me?

Speaker speaker_2: 72590 945 Ogden Street, Denver, Colorado 80218.

Speaker speaker_1: All right, and your phone number is 720-400-3114?

Speaker speaker_2: Correct.

Speaker speaker_1: And I have your email address as LISB25@home.com?

Speaker speaker_2: Correct.

Speaker speaker_1: All righty, so taking a look here, we did receive that, um, the email, uh, right now. We received it at 11:00 and it was attached to your file, um, so it's just waiting for the, for the main office to process that, okay? As soon as it's processed, they'll reach out to you and let you know where they go... where you guys go from there, okay?

Speaker speaker_2: Are you allowed to ask the main office to expedite this or anything?

Speaker speaker_1: Um, I can send an email asking them if they can, um... letting them know that it's, you know, urgent to be processed, but normally it takes 24 to 48 hours.

Speaker speaker_2: Please. Okay. I would love that. Thank you so much, if you could please do that.

Speaker speaker_1: No problem, thank you so much for calling. You have a great day.

Speaker speaker_2: You too.