

Transcript: Pearl

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Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I have the pleasure of speaking with? Hi. This is China Van Dyke. How are you? I'm great. And yourself? Good. Thank you. How can I assist you? Um, yeah. So, I guess I'm not sure how this works. Like, if I want to go to the doctor and dentist, that sort of thing, I don't know if I received any insurance cards or anything. How does this work? Um, okay. So from the day that you're enrolled, it takes two, one to two weeks for the staffing agency to start making deductions. After the first deduction, the next Monday you become active, um, depending. What staffing agency do you work for? Creative Circle. I should be active. Yep. So the following Monday, you'll be active, and then later that week, you'll receive medical and, um, sorry, dental and vision cards in the mail. And your medical will go to your email. Um, and then on all your cards, there's a number called, that says, "Find a provider." And if you call that number, you'll be able to see what providers in the area accept insurance. Um, what are the last four digits- Hi. ... of your Social? 2182. Okay, and if you can verify your address and date of birth. 25 Graham Street, Apartment 135, Norwalk, Connecticut 06851. Birthday, 3-17-82. Okay. And I have your phone number as 203-572-2499? That's correct. Can I have your email address? It's china.vandyke@gmail.com? That's correct. Okay. It looks like you've been active for a little bit of time. And you haven't received any of your cards? I mean, it's been a hectic time on my end. Um, let's start with the email that I was supposed to be receiving. Who would that be from? American Public Life. American? American Public Life. Public Life. And when do you think that would have come? Um, should have been around the beginning of February. So, around the 1st or the 8th of, around the 1st or could even have been the 8th. Yeah. I have nothing. Let me just check my spam. Don't mind my dog, who always picks up his toy when I get on the phone. I was wondering if it was a dog or maybe a squeaky machine or something, but that's what it is. Yeah. It's my dog. Getting excited. She's apparently contributing to the conversation. Sorry. Dogs are just like kids. As soon as they see you're busy, they want to make all this noise. Exactly. All right. I'm just trying to search here. American Public Life. Yes. No. I have nothing from them. Okay. I can get that resent to you. Mm-hmm. But this time, it'll come from info@benefitsinacard.com. Um, it'll take me just a couple moments to download that and get it sent to you. And then, you also have preventative health. That card should have went to your residence. Right. Honestly, I have been so distracted over these last couple months. But, you know, it was- No worries. No worries. I can get that one sent to you as well. I mean, it'll, it'll be in the same email as your medical. But I don't have you down for dental or vision or anything like that yet. I just have you for medical and preventative health. I did sign up for dental. Okay. Let me take a look, see if we can see anything here. Um, do you remember how you signed up? Same way I signed up for the rest of them, the same day. Okay. Dental and vision. Online. Okay. And did you just recently start

working with Creative Circle again, or have you been with them for a while now? I stopped, and then I started back in November. Okay. And you just did this enrollment right now and in January, I believe that was open enrollment. Give me one moment. Yeah. No worries. Actually, I'm checking the mail even if it's not anything yet, so. Okay. Bear with me one moment. I'm putting this on a brief hold. No worries. Thank you so much for holding, Ms. Van Dyke. So I'm not seeing- Okay. I'm not seeing why the dental isn't on your account. And I'm not, um, there's not a way, because you didn't. There's not any notations or for me to, a way for me to see what you did. What I'm gonna do is I'm gonna reach out to the main office and have them see what happened to that dental plan. Um, this process usually takes about 24 to 48 hours to receive a response. But as soon as they let me know what's going on with that dental plan, um, and your account in general, then I'll give you a call back and we can go from there. What would make it not come if I selected everything? I'm not sure. That's why I have to reach out to the main office to see what's going on. I mean, there's very, I mean, you would see it if it was there for the most part, right? Um, "Here's some benefits in the card." Just got one now. Um, you would see if it was. Correct. If the dental was on your account- Selected, right? ... I would be able to see it. But there's no way for like... How can I prove that I did it and it didn't go through for some reason? Do you know what I mean? Yeah, of course. I'm not sure. That's why I'm gonna have to reach out to them and see what they can do or we'll see what they can see. Okay. And sometimes they can see other things than us. Thank you so much. Not you. No, you're fine. I appreciate it. Um... I mean, I'm gonna get those cards sent to you. I just have to download your preventive health card and I'll get them sent right over you and then I'll be in touch as soon as I do something about that dental plan. Okay? Yeah. But I can't select anything now if they said I didn't do it. Correct. Right? Correct. It's not you. I'm just... Okay, yeah. Um, yeah, I'll let you go. Uh, thanks for your help. No problem. Thank you so much for calling. You have a great day. You have a good day. Thanks. Bye.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I have the pleasure of speaking with?

Speaker speaker_1: Hi. This is China Van Dyke. How are you?

Speaker speaker_0: I'm great. And yourself?

Speaker speaker_1: Good. Thank you.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Um, yeah. So, I guess I'm not sure how this works. Like, if I want to go to the doctor and dentist, that sort of thing, I don't know if I received any insurance cards or anything. How does this work?

Speaker speaker_0: Um, okay. So from the day that you're enrolled, it takes two, one to two weeks for the staffing agency to start making deductions. After the first deduction, the next Monday you become active, um, depending. What staffing agency do you work for?

Speaker speaker_1: Creative Circle. I should be active.

Speaker speaker_0: Yep. So the following Monday, you'll be active, and then later that week, you'll receive medical and, um, sorry, dental and vision cards in the mail. And your medical will go to your email. Um, and then on all your cards, there's a number called, that says, "Find a provider." And if you call that number, you'll be able to see what providers in the area accept insurance. Um, what are the last four digits-

Speaker speaker_1: Hi.

Speaker speaker_0: ... of your Social?

Speaker speaker_1: 2182.

Speaker speaker_0: Okay, and if you can verify your address and date of birth.

Speaker speaker_1: 25 Graham Street, Apartment 135, Norwalk, Connecticut 06851. Birthday, 3-17-82.

Speaker speaker_0: Okay. And I have your phone number as 203-572-2499?

Speaker speaker_1: That's correct.

Speaker speaker_0: Can I have your email address? It's china.vandyke@gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. It looks like you've been active for a little bit of time. And you haven't received any of your cards?

Speaker speaker_1: I mean, it's been a hectic time on my end. Um, let's start with the email that I was supposed to be receiving. Who would that be from?

Speaker speaker_0: American Public Life.

Speaker speaker_1: American?

Speaker speaker_0: American Public Life.

Speaker speaker_1: Public Life. And when do you think that would have come?

Speaker speaker_0: Um, should have been around the beginning of February. So, around the 1st or the 8th of, around the 1st or could even have been the 8th.

Speaker speaker_1: Yeah. I have nothing. Let me just check my spam. Don't mind my dog, who always picks up his toy when I get on the phone.

Speaker speaker_0: I was wondering if it was a dog or maybe a squeaky machine or something, but that's what it is.

Speaker speaker_1: Yeah. It's my dog. Getting excited. She's apparently contributing to the conversation.

Speaker speaker_0: Sorry. Dogs are just like kids. As soon as they see you're busy, they want to make all this noise.

Speaker speaker_1: Exactly. All right. I'm just trying to search here. American Public Life.

Speaker speaker_0: Yes.

Speaker speaker_1: No. I have nothing from them.

Speaker speaker_0: Okay. I can get that resent to you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: But this time, it'll come from info@benefitsinacard.com. Um, it'll take me just a couple moments to download that and get it sent to you. And then, you also have preventative health. That card should have went to your residence.

Speaker speaker_1: Right. Honestly, I have been so distracted over these last couple months. But, you know, it was-

Speaker speaker_0: No worries. No worries. I can get that one sent to you as well. I mean, it'll, it'll be in the same email as your medical. But I don't have you down for dental or vision or anything like that yet. I just have you for medical and preventative health.

Speaker speaker_1: I did sign up for dental.

Speaker speaker_0: Okay. Let me take a look, see if we can see anything here. Um, do you remember how you signed up?

Speaker speaker_1: Same way I signed up for the rest of them, the same day.

Speaker speaker_0: Okay.

Speaker speaker_1: Dental and vision.

Speaker speaker_0: Online. Okay. And did you just recently start working with Creative Circle again, or have you been with them for a while now?

Speaker speaker_1: I stopped, and then I started back in November.

Speaker speaker_0: Okay. And you just did this enrollment right now and in January, I believe that was open enrollment. Give me one moment.

Speaker speaker_1: Yeah. No worries. Actually, I'm checking the mail even if it's not anything yet, so.

Speaker speaker_0: Okay. Bear with me one moment. I'm putting this on a brief hold.

Speaker speaker_1: No worries.

Speaker speaker_0: Thank you so much for holding, Ms. Van Dyke. So I'm not seeing-

Speaker speaker_1: Okay.

Speaker speaker_0: I'm not seeing why the dental isn't on your account. And I'm not, um, there's not a way, because you didn't. There's not any notations or for me to, a way for me to see what you did. What I'm gonna do is I'm gonna reach out to the main office and have them see what happened to that dental plan. Um, this process usually takes about 24 to 48 hours to receive a response. But as soon as they let me know what's going on with that dental plan, um, and your account in general, then I'll give you a call back and we can go from there.

Speaker speaker_1: What would make it not come if I selected everything?

Speaker speaker_0: I'm not sure. That's why I have to reach out to the main office to see what's going on.

Speaker speaker_1: I mean, there's very, I mean, you would see it if it was there for the most part, right? Um, "Here's some benefits in the card." Just got one now. Um, you would see if it was.

Speaker speaker_0: Correct. If the dental was on your account-

Speaker speaker_1: Selected, right?

Speaker speaker_0: ... I would be able to see it.

Speaker speaker_1: But there's no way for like... How can I prove that I did it and it didn't go through for some reason? Do you know what I mean?

Speaker speaker_0: Yeah, of course. I'm not sure. That's why I'm gonna have to reach out to them and see what they can do or we'll see what they can see.

Speaker speaker_1: Okay.

Speaker speaker_0: And sometimes they can see other things than us.

Speaker speaker_1: Thank you so much. Not you.

Speaker speaker_0: No, you're fine.

Speaker speaker_1: I appreciate it. Um...

Speaker speaker_0: I mean, I'm gonna get those cards sent to you. I just have to download your preventive health card and I'll get them sent right over you and then I'll be in touch as soon as I do something about that dental plan. Okay?

Speaker speaker_1: Yeah. But I can't select anything now if they said I didn't do it.

Speaker speaker_0: Correct.

Speaker speaker_1: Right?

Speaker speaker_0: Correct.

Speaker speaker_1: It's not you. I'm just... Okay, yeah. Um, yeah, I'll let you go. Uh, thanks for your help.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: You have a good day. Thanks. Bye.