

Transcript: VICTORIA

Taylor-4596695981670400-5877258063495168

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, how you doing, Victoria? I'm calling to... Uh, my name is Jaylen Hsu, by the way. I'm calling to, uh, adjust my different benefits with NAU. Okay. I'll need your file list. The last four of your social. 8275. First name is Jaylen? Yes, ma'am. Okay. Do you mind verifying your address and date of birth? It's 16240 and 03/31/2001. Okay. For the address, the city is Orangeburg. State is South Carolina. Mm-hmm. Zip code is 29115? Yes, ma'am. And then phone number 356-6510? Yes, ma'am. And then email is first and last name 12345 at gmail.com? Yes, ma'am. Okay. And I'm sorry, you were trying to do what with your benefits? I was trying to adjust them accordingly. I want to see what I'm currently enrolled in and then I wanted to add... 'Cause I'm pretty sure they have the life insur- the health insurance and things such. I just wanted to go down the list and see what I want to add. Okay. So it looks like you're enrolled into a couple diff- couple different things. Um, the Insure Plus Basics Hospital Indemnity Plan, the dental, short-term disability, term life, vision, critical illness, group accident, the MEC, uh, standalone, which is, like, for your preventative medical, behavioral health and the ID experts, all being for yourself. So basically I'm, like, almost enrolled in all of them? Is that a good... That's what it said? Yeah, pretty much. Yeah. Looks like you're enrolled into everything. Okay. Is there any type of... Do, do they have a life insurance on there? Yeah, you're currently enrolled into term life. Um, in the event of your passing, your beneficiary, which we don't have a beneficiary for you, so we'll need to name one, um, but your beneficiary would get the benefit amount of 20,000. Okay. And, um, so if I was to go to the hospital, right? Mm-hmm. Uh, that's what... This is what would actually do... Pay for, like, serious hospital bills and things like that, right? Okay, okay. So it's not major medical. It's not going to cover a large portion of the medical bills, but it does pay us that dollar amount towards the di- the different benefits. And you do have the Insure Plus Basics Hospital Indemnity Plan, so there is coverage if you were to be admitted to the hospital. There's also coverage for, like, emergency room visits, um, as well as, like, a regular physician's office visit. Right. So I'm going to go to my notes. Could you tell me what I should tell them when they walk in with their health insurance computer? You should have an ID card for it, and they just plug in the information on the ID card. Uh, I haven't received a... Any type of card for my benefits at the hospital. Okay. Let me look up your ID cards and I can email those to you. Um, now you're going to have two different medical ID cards. One is going to be for the MEC, uh, standalone, which is, like, for your preventative healthcare. Mm-hmm. So you'll give that one to them if you're going for, like, a yearly physical or to get a vaccination or have any preventative, uh, screenings done. Like regular checkups? Yeah, like a regular physical. Um, and then, like, if you were to be admitted to the hospital or you have to go to the emergency room, you're going to give them the ID card that is for, um, the Insure Plus Basics,

which is the hospital indemnity one. Okay. So I'll download all your ID cards and then label them. That way you know which one is which. Yes, ma'am. That would be greatly appreciated. Yes, sir. Give me just a few seconds. Let me look those up and I will be right back. All right. All righty, thank you so much for holding. So I just sent all of your ID cards. Okay. Am I in there right? Let me see. All right. I got them. Okay. And then, uh- So, and, uh, how do I go about receiving a physical card? Um, I can put in a request to have those mailed to you. Um, it'll- Yeah. ... it typically takes about seven to ten business days to get those, but I'll definitely go ahead and request that. Okay. I could definitely do that, too. Okay. Um, and then all I need from you is who you want to be your, uh, beneficiary for the term life. Uh, you said my beneficiary? Yes, sir. Like who would get the- Yeah. ... benefit amount in the event of your passing? Oh. Could put my sister, Breanna Guinyard. Uh, B-R-E-A-N-N-A G-U-I-N-Y-A-R-D. Okay. I got G-U-I-N- Y-A-R-D as in dog. Okay. Gotcha, gotcha. All righty, um, did you need help with anything else? No, ma'am. Just those physical cards and that's it. Thank you very much. You're welcome. You have a wonderful day. Okay. You, too. Thank you. 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 on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hey, how you doing, Victoria? I'm calling to... Uh, my name is Jaylen Hsu, by the way. I'm calling to, uh, adjust my different benefits with NAU.

Speaker speaker_1: Okay. I'll need your file list. The last four of your social.

Speaker speaker_2: 8275.

Speaker speaker_1: First name is Jaylen?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: It's 16240 and 03/31/2001.

Speaker speaker_1: Okay. For the address, the city is Orangeburg. State is South Carolina.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Zip code is 29115?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then phone number 356-6510?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email is first and last name 12345 at gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And I'm sorry, you were trying to do what with your benefits?

Speaker speaker_2: I was trying to adjust them accordingly. I want to see what I'm currently enrolled in and then I wanted to add... 'Cause I'm pretty sure they have the life insur- the health insurance and things such. I just wanted to go down the list and see what I want to add.

Speaker speaker_1: Okay. So it looks like you're enrolled into a couple diff- couple different things. Um, the Insure Plus Basics Hospital Indemnity Plan, the dental, short-term disability, term life, vision, critical illness, group accident, the MEC, uh, standalone, which is, like, for your preventative medical, behavioral health and the ID experts, all being for yourself.

Speaker speaker_2: So basically I'm, like, almost enrolled in all of them? Is that a good... That's what it said?

Speaker speaker_1: Yeah, pretty much. Yeah. Looks like you're enrolled into everything.

Speaker speaker_2: Okay. Is there any type of... Do, do they have a life insurance on there?

Speaker speaker_1: Yeah, you're currently enrolled into term life. Um, in the event of your passing, your beneficiary, which we don't have a beneficiary for you, so we'll need to name one, um, but your beneficiary would get the benefit amount of 20,000.

Speaker speaker_2: Okay. And, um, so if I was to go to the hospital, right?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Uh, that's what... This is what would actually do... Pay for, like, serious hospital bills and things like that, right? Okay, okay.

Speaker speaker_1: So it's not major medical. It's not going to cover a large portion of the medical bills, but it does pay us that dollar amount towards the di- the different benefits. And you do have the Insure Plus Basics Hospital Indemnity Plan, so there is coverage if you were to be admitted to the hospital. There's also coverage for, like, emergency room visits, um, as well as, like, a regular physician's office visit.

Speaker speaker_2: Right. So I'm going to go to my notes. Could you tell me what I should tell them when they walk in with their health insurance computer?

Speaker speaker_1: You should have an ID card for it, and they just plug in the information on the ID card.

Speaker speaker_2: Uh, I haven't received a... Any type of card for my benefits at the hospital.

Speaker speaker_1: Okay. Let me look up your ID cards and I can email those to you. Um, now you're going to have two different medical ID cards. One is going to be for the MEC, uh, standalone, which is, like, for your preventative healthcare.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So you'll give that one to them if you're going for, like, a yearly physical or to get a vaccination or have any preventative, uh, screenings done.

Speaker speaker_2: Like regular checkups?

Speaker speaker_1: Yeah, like a regular physical. Um, and then, like, if you were to be admitted to the hospital or you have to go to the emergency room, you're going to give them the ID card that is for, um, the Insure Plus Basics, which is the hospital indemnity one.

Speaker speaker_2: Okay.

Speaker speaker_1: So I'll download all your ID cards and then label them. That way you know which one is which.

Speaker speaker_2: Yes, ma'am. That would be greatly appreciated.

Speaker speaker_1: Yes, sir. Give me just a few seconds. Let me look those up and I will be right back.

Speaker speaker_2: All right.

Speaker speaker_1: All righty, thank you so much for holding. So I just sent all of your ID cards.

Speaker speaker_3: Okay. Am I in there right? Let me see. All right. I got them.

Speaker speaker_1: Okay. And then, uh-

Speaker speaker_3: So, and, uh, how do I go about receiving a physical card?

Speaker speaker_1: Um, I can put in a request to have those mailed to you. Um, it'll-

Speaker speaker_3: Yeah.

Speaker speaker_1: ... it typically takes about seven to ten business days to get those, but I'll definitely go ahead and request that.

Speaker speaker_3: Okay. I could definitely do that, too.

Speaker speaker_1: Okay. Um, and then all I need from you is who you want to be your, uh, beneficiary for the term life.

Speaker speaker_3: Uh, you said my beneficiary?

Speaker speaker_1: Yes, sir. Like who would get the-

Speaker speaker_3: Yeah.

Speaker speaker_1: ... benefit amount in the event of your passing?

Speaker speaker_3: Oh. Could put my sister, Breanna Guinyard. Uh, B-R-E-A-N-N-A G-U-I-N-Y-A-R-D.

Speaker speaker_1: Okay. I got G-U-I-N-

Speaker speaker_3: Y-A-R-D as in dog.

Speaker speaker_1: Okay. Gotcha, gotcha. All righty, um, did you need help with anything else?

Speaker speaker_3: No, ma'am. Just those physical cards and that's it. Thank you very much.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_3: Okay. You, too.

Speaker speaker_1: Thank you. Bye-bye.