

## **Transcript: VICTORIA**

**Taylor-4782889628123136-4522396036415488**

### **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? Hi, Victoria. I believe my, um, benefits started today, and I was calling to see if, if that was the case. And if so, if I had, um, information I can provide to a doctor that I have an appointment with tomorrow? Okay. Uh, what's the name of the agency you work for? Uh, Priority Personnel. And the last four of your Social? 5627. All right. And, uh, your first and last name? Sarah Lane. Gotcha. Do you mind verifying your address and date of birth? Uh, 519 Gooda Drive, New Braunfels, Texas 78130, and then my date of birth is February 20th, 1984. And then phone number 210-414-1662? Yes. Okay. And then email is sarah.84@me.com? That's correct. Okay. Yeah, so it looks like your coverage just became active today. It typically takes us at least 72 business hours to have access to the policy information, so let me see if I can even pull that. Give me just a few seconds, I'm sorry. I'm trying to pull it up now. No worries. Yeah, so it doesn't look like... I'm s- Or is it a medical appointment that you have tomorrow? Yeah, it is. Okay. Yeah, unfortunately, we don't have the medical policy information just yet, we're still waiting on it from the insurance carriers. Um, so what you can do is you can have your providers call us to verify the coverage, 'cause it is active. Um, now you may have to pay out of pocket for that appointment, and then later file a claim with the insurance carrier. Okay. Yeah. Okay. 'Cause I doesn't look like we have access to the policy information just yet, and typically whenever a policy becomes active, we don't have access to it until Thursday or Friday of the week that it becomes active. Okay. Sounds good. And then, um, how, I'll get an email with all that information? Or do I have to go to a cer- certain website to find that information myself? Your ID cards? Mm. Yeah, just the information. The, like, policy number and everything. Yeah, so the medical plan you have is, like, a combination of, like, preventative and non-preventative care, so you'll get two different ID cards for that. For your preventative ID card, it's mailed to you, and then the non-preventative is emailed to you. Okay. Mm-hmm. All right, thank you very much. You're welcome. You have a wonderful day. You too. Thank you.

### **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: Hi, Victoria. I believe my, um, benefits started today, and I was calling to see if, if that was the case. And if so, if I had, um, information I can provide to a doctor that I

have an appointment with tomorrow?

Speaker speaker\_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_2: Uh, Priority Personnel.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 5627.

Speaker speaker\_1: All right. And, uh, your first and last name?

Speaker speaker\_2: Sarah Lane.

Speaker speaker\_1: Gotcha. Do you mind verifying your address and date of birth?

Speaker speaker\_2: Uh, 519 Gooda Drive, New Braunfels, Texas 78130, and then my date of birth is February 20th, 1984.

Speaker speaker\_1: And then phone number 210-414-1662?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And then email is sarah.84@me.com?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: Okay. Yeah, so it looks like your coverage just became active today. It typically takes us at least 72 business hours to have access to the policy information, so let me see if can even pull that. Give me just a few seconds, I'm sorry. I'm trying to pull it up now.

Speaker speaker\_2: No worries.

Speaker speaker\_1: Yeah, so it doesn't look like... I'm s- Or is it a medical appointment that you have tomorrow?

Speaker speaker\_2: Yeah, it is.

Speaker speaker\_1: Okay. Yeah, unfortunately, we don't have the medical policy information just yet, we're still waiting on it from the insurance carriers. Um, so what you can do is you can have your providers call us to verify the coverage, 'cause it is active. Um, now you may have to pay out of pocket for that appointment, and then later file a claim with the insurance carrier.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Okay.

Speaker speaker\_1: 'Cause I doesn't look like we have access to the policy information just yet, and typically whenever a policy becomes active, we don't have access to it until Thursday or Friday of the week that it becomes active.

Speaker speaker\_2: Okay. Sounds good. And then, um, how, I'll get an email with all that information? Or do I have to go to a cer- certain website to find that information myself?

Speaker speaker\_1: Your ID cards?

Speaker speaker\_2: Mm. Yeah, just the information. The, like, policy number and everything.

Speaker speaker\_1: Yeah, so the medical plan you have is, like, a combination of, like, preventative and non-preventative care, so you'll get two different ID cards for that. For your preventative ID card, it's mailed to you, and then the non-preventative is emailed to you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: All right, thank you very much.

Speaker speaker\_1: You're welcome. You have a wonderful day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Thank you.