

Transcript: VICTORIA

Taylor-4950130222612480-5393351335657472

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. I have a couple questions. I have an associate who wants to cancel. I guess I'm not sure if he's enrolled, uh, with Partners Care or I'm not too sure to be exact, but he did receive some paperwork, uh, regarding the plan. Um, for him to cancel or just to get more information, he just dials this number, correct? Yeah, this is Benefits on a Card. This is, uh, not Partners Care. Uh... Wait, I'm sorry. Can you repeat that? Yeah. So this is Benefits in a Card, but we're not Partners Care. So Partners Care, is that something different or, like, what's the difference between your business department? I mean, it, maybe if you can redirect me to the right source. Uh, to my knowledge, I believe Partners Care... Let me double check. It's Partners Care. I don't believe they're over the benefits anymore with Partners. Give me one second. Okay. Ma'am, uh, are you with Partners' personnel? Yes. Okay. Give me just a few seconds. I'm just looking into that. Okay. Thank you. Okay. Yeah. I, I want to say, um, that Partners, Partners Care is no longer, um, a service for you guys. Do you know if they're enrolled into benefits through us, Benefits on a Card? Sorry, um, can you repeat that? I had you on hold. I didn't catch it. I couldn't hear you, I'm sorry. No, you're fine. So I just wanted... I, I just looked back and, um, I'm pretty sure Partners Care is no longer in service for you guys. I think we administer the benefits for you guys now. Do you know for sure if they're enrolled into plans with Partners Care? Um, I'm gonna be honest, I'm not too sure. He just, uh, he said that he received some paperwork in the mail, um, and he was just upset and he's like, "I didn't acknowledge any of this." So I just want to make sure, like, like, you know, he helps out in that area 'cause I don't have exactly what infor-... I don't have the right information to give him, um, overall. So- Was it, like, a, a tax form? He didn't... I'm gonna be honest, he didn't really specify. He just said he received a bunch of p- paperwork, uh, with different, like, um... I think he said, like, insurance benefits or something like that, and I'm just like, "Well, let me, let me give this number a call," because the office gave me your, your guys' numbers. So I wasn't too sure what other numbers to call or have him reach out, you know? Yeah. So, to my knowledge, PartnersCare, there was like a call center and some of the plans, they would administer. So I can definitely give you the phone number for PartnersCare, but I don't believe they're a service for you guys anymore. Now I also know, um, at some point there was a tax form that was sent out to, uh, members. Let me just pull that up. It was a 1095-C form that was sent out to members that poi- uh, earlier this year. Um- Yes. ... and some people have called in a little upset, but i- it's just because they're misunderstanding the form. So I know on- Mm-hmm. ... line 15, on line 15 it just represents the lowest cost that the employee would have paid monthly for employee only coverage if they had enrolled. It's not necessarily stating that they were enrolled. Um- Hmm. So I guess what I can do is I can give you the phone number to PartnersCare, you can try and call that number. Um, like I said, I have a feeling

they're no longer in service and if, if anything, that he can call us. Okay. Um, do you wanna write down that number? Yes, I'm ready whenever. Okay. So the number I have for them is 805- Okay. ... 323- Okay. ... 3700. Okay. 805-323-3700? PartnersCare, right? Yeah, that's the number for PartnersCare. Okay. And then if that doesn't work- All right. I'll do it. ... have him call us and, uh, we can try and he- assist. Um- Uh-huh. ... we're open as late as 8:00 PM Eastern Time. Ooh. Okay. Nice. All right. I'll let him know that. All righty. Thank you so much. You're welcome. Bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, Victoria. I have a couple questions. I have an associate who wants to cancel. I guess I'm not sure if he's enrolled, uh, with Partners Care or I'm not too sure to be exact, but he did receive some paperwork, uh, regarding the plan. Um, for him to cancel or just to get more information, he just dials this number, correct?

Speaker speaker_0: Yeah, this is Benefits on a Card. This is, uh, not Partners Care.

Speaker speaker_1: Uh... Wait, I'm sorry. Can you repeat that?

Speaker speaker_0: Yeah. So this is Benefits in a Card, but we're not Partners Care.

Speaker speaker_1: So Partners Care, is that something different or, like, what's the difference between your business department? I mean, it, maybe if you can redirect me to the right source.

Speaker speaker_0: Uh, to my knowledge, I believe Partners Care... Let me double check.

Speaker speaker_2: It's Partners Care.

Speaker speaker_0: I don't believe they're over the benefits anymore with Partners. Give me one second.

Speaker speaker_1: Okay.

Speaker speaker_0: Ma'am, uh, are you with Partners' personnel?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Give me just a few seconds. I'm just looking into that.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Okay. Yeah. I, I want to say, um, that Partners, Partners Care is no longer, um, a service for you guys. Do you know if they're enrolled into benefits through us, Benefits on a Card?

Speaker speaker_1: Sorry, um, can you repeat that? I had you on hold. I didn't catch it. I couldn't hear you, I'm sorry.

Speaker speaker_0: No, you're fine. So I just wanted... I, I just looked back and, um, I'm pretty sure Partners Care is no longer in service for you guys. I think we administer the benefits for you guys now. Do you know for sure if they're enrolled into plans with Partners Care?

Speaker speaker_1: Um, I'm gonna be honest, I'm not too sure. He just, uh, he said that he received some paperwork in the mail, um, and he was just upset and he's like, "I didn't acknowledge any of this." So I just want to make sure, like, like, you know, he helps out in that area 'cause I don't have exactly what infor-... I don't have the right information to give him, um, overall. So-

Speaker speaker_0: Was it, like, a, a tax form?

Speaker speaker_1: He didn't... I'm gonna be honest, he didn't really specify. He just said he received a bunch of p- paperwork, uh, with different, like, um... I think he said, like, insurance benefits or something like that, and I'm just like, "Well, let me, let me give this number a call," because the office gave me your, your guys' numbers. So I wasn't too sure what other numbers to call or have him reach out, you know?

Speaker speaker_0: Yeah. So, to my knowledge, PartnersCare, there was like a call center and some of the plans, they would administer. So I can definitely give you the phone number for PartnersCare, but I don't believe they're a service for you guys anymore. Now I also know, um, at some point there was a tax form that was sent out to, uh, members. Let me just pull that up. It was a 1095-C form that was sent out to members that poi- uh, earlier this year. Um-

Speaker speaker_3: Yes.

Speaker speaker_0: ... and some people have called in a little upset, but i- it's just because they're misunderstanding the form. So I know on-

Speaker speaker_3: Mm-hmm.

Speaker speaker_0: ... line 15, on line 15 it just represents the lowest cost that the employee would have paid monthly for employee only coverage if they had enrolled. It's not necessarily stating that they were enrolled. Um-

Speaker speaker_3: Hmm.

Speaker speaker_0: So I guess what I can do is I can give you the phone number to PartnersCare, you can try and call that number. Um, like I said, I have a feeling they're no longer in service and if, if anything, that he can call us.

Speaker speaker_3: Okay.

Speaker speaker_0: Um, do you wanna write down that number?

Speaker speaker_3: Yes, I'm ready whenever.

Speaker speaker_0: Okay. So the number I have for them is 805-

Speaker speaker_3: Okay.

Speaker speaker_0: ... 323-

Speaker speaker_3: Okay.

Speaker speaker_0: ... 3700.

Speaker speaker_3: Okay. 805-323-3700? PartnersCare, right?

Speaker speaker_0: Yeah, that's the number for PartnersCare.

Speaker speaker_3: Okay.

Speaker speaker_0: And then if that doesn't work-

Speaker speaker_3: All right. I'll do it.

Speaker speaker_0: ... have him call us and, uh, we can try and he- assist. Um-

Speaker speaker_3: Uh-huh.

Speaker speaker_0: ... we're open as late as 8:00 PM Eastern Time.

Speaker speaker_3: Ooh. Okay. Nice. All right. I'll let him know that.

Speaker speaker_0: All righty.

Speaker speaker_3: Thank you so much.

Speaker speaker_0: You're welcome. Bye.

Speaker speaker_3: Bye.