

Transcript: VICTORIA

Taylor-5240017145348096-5721540827070464

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? Um, yes, I was calling because I just got the email to activate my account, but you guys have my name Candace Bailey Edwards and Bailey was my married name, and Edwards is my maiden name that I have went back to. Okay. Uh, what's the name of the agency you work for? Oxford. And the last four of your Social? 9603. Okay. Uh, do you mind verifying your address and date of birth? 433 Wagon Trail, Duncan, South Carolina 2961... I'm sorry, 29334. And my phone number, you said? Your date of birth. Date of birth, sorry. 11/11/'86. Okay. And then, uh, phone number is 567-1898? Yes. And then email is gonna be candacever... gmail? The full one out, candacerene1986@gmail.com. Yeah. I don't know if that's gonna be sure. I- I just wanna make sure I was right. Sorry. No, you're fine. Uh, what should your last name be? Edwards. Okay. Give me one second. So Candace, V for, uh, middle initial- Right. ... and then Edwards is the last name? And you said V as in Victor, right? For Rene? V-E-R-N-E my, is my middle name. Yeah. We just have the initial, uh, V but I can fill it out. You said V-E-R-N-E? No, that's fine. You can... Yeah, just like on my email. Mm-hmm. Okay. And then last name should be just Edwards? Correct. Alrighty. I will go ahead and update that for you. Did you need help with anything else? Now, what do the benefits actually do? What do I do with them? Um, so you're enrolled into a couple different things. The EnsurePlus Enhanced, um, medical plan, which is like a hospital indemnity plan, so it provides coverage, uh, if you were to be admitted to the hospital, if you have to go to the emergency room, or just for other physicians- Oh, okay. ... that, uh, there's also coverage- Okay. ... for prescriptions. Um, basically how it works is there's no copays or deductibles associated with the plan. The insurance is gonna pay a set dollar amount towards the different benefits, and you just pay the remainder of the bill. Um, then you also have- So for the prescriptions- ... virtual, short-term... Sorry. I'm sorry. Go ahead. So for the prescriptions, if I currently have a prescription waiting at the pharmacy for me, can I call and have this added? Um, so you should be receiving your ID card here shortly. It typically takes about seven to 10 business days. Oh, you know what? I think I know. The prescription card I got, I haven't gotten the other card. I got a prescription one. Yeah. So the ID card that you get for the medical plan is gonna have your prescription information on it, but it's also your medical ID card. It's typically emailed to you. Oh, I ain't got that yet. Yeah, I see that your coverage just became active Monday, so it might take some time. It's about seven to 10- Okay. ... days to get that. Oh, okay. Perfect. And then, like how do I get the details of my, um, dental and my eye information? It's the same thing. That coming too? Your dental- Okay. Yeah, your dental and vision ID cards will be mailed to you versus emailed. Okay. Perfect. Thank you. You're welcome. Did you need help with anything else? No, they'll update and make sure my name is on there correctly, right? Yes. I'm gonna update it on my end. Perfect.

Thank you so much. You're welcome. Have a wonderful day. You too.

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: Um, yes, I was calling because I just got the email to activate my account, but you guys have my name Candace Bailey Edwards and Bailey was my married name, and Edwards is my maiden name that I have went back to.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Oxford.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 9603.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: 433 Wagon Trail, Duncan, South Carolina 2961... I'm sorry, 29334. And my phone number, you said?

Speaker speaker_1: Your date of birth.

Speaker speaker_2: Date of birth, sorry. 11/11/'86.

Speaker speaker_1: Okay. And then, uh, phone number is 567-1898?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email is gonna be candacever... gmail?

Speaker speaker_2: The full one out, candacerene1986@gmail.com.

Speaker speaker_1: Yeah.

Speaker speaker_2: I don't know if that's gonna be sure. I-

Speaker speaker_1: I just wanna make sure I was right.

Speaker speaker_2: Sorry.

Speaker speaker_1: No, you're fine. Uh, what should your last name be?

Speaker speaker_2: Edwards.

Speaker speaker_1: Okay. Give me one second. So Candace, V for, uh, middle initial-

Speaker speaker_2: Right.

Speaker speaker_1: ... and then Edwards is the last name?

Speaker speaker_2: And you said V as in Victor, right? For Rene? V-E-R-N-E my, is my middle name.

Speaker speaker_1: Yeah. We just have the initial, uh, V but I can fill it out. You said V-E-R-N-E?

Speaker speaker_2: No, that's fine. You can... Yeah, just like on my email. Mm-hmm.

Speaker speaker_1: Okay. And then last name should be just Edwards?

Speaker speaker_2: Correct.

Speaker speaker_1: Alrighty. I will go ahead and update that for you. Did you need help with anything else?

Speaker speaker_2: Now, what do the benefits actually do? What do I do with them?

Speaker speaker_1: Um, so you're enrolled into a couple different things. The EnsurePlus Enhanced, um, medical plan, which is like a hospital indemnity plan, so it provides coverage, uh, if you were to be admitted to the hospital, if you have to go to the emergency room, or just for other physicians-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... that, uh, there's also coverage-

Speaker speaker_2: Okay.

Speaker speaker_1: ... for prescriptions. Um, basically how it works is there's no copays or deductibles associated with the plan. The insurance is gonna pay a set dollar amount towards the different benefits, and you just pay the remainder of the bill. Um, then you also have-

Speaker speaker_2: So for the prescriptions-

Speaker speaker_1: ... virtual, short-term...

Speaker speaker_2: Sorry.

Speaker speaker_1: I'm sorry. Go ahead.

Speaker speaker_2: So for the prescriptions, if I currently have a prescription waiting at the pharmacy for me, can I call and have this added?

Speaker speaker_1: Um, so you should be receiving your ID card here shortly. It typically takes about seven to 10 business days.

Speaker speaker_2: Oh, you know what? I think I know. The prescription card I got, I haven't gotten the other card. I got a prescription one.

Speaker speaker_1: Yeah. So the ID card that you get for the medical plan is gonna have your prescription information on it, but it's also your medical ID card. It's typically emailed to you.

Speaker speaker_2: Oh, I ain't got that yet.

Speaker speaker_1: Yeah, I see that your coverage just became active Monday, so it might take some time. It's about seven to 10-

Speaker speaker_2: Okay.

Speaker speaker_1: ... days to get that.

Speaker speaker_2: Oh, okay. Perfect. And then, like how do I get the details of my, um, dental and my eye information?

Speaker speaker_1: It's the same thing.

Speaker speaker_2: That coming too?

Speaker speaker_1: Your dental-

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah, your dental and vision ID cards will be mailed to you versus emailed.

Speaker speaker_2: Okay. Perfect. Thank you.

Speaker speaker_1: You're welcome. Did you need help with anything else?

Speaker speaker_2: No, they'll update and make sure my name is on there correctly, right?

Speaker speaker_1: Yes. I'm gonna update it on my end.

Speaker speaker_2: Perfect. Thank you so much.

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

Speaker speaker_2: You too.