

Transcript: VICTORIA

Taylor-5324330454958080-6621391376826368

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, I just got a message saying that I needed to call this number to enroll, I'm assuming? But I think I'm already enrolled. Okay. I can, uh, check for you and see. What's the name of the agency you work for? ATC. And the last four of your Social? 6786. And, uh, your first and last name? Juanita Grant. All righty, uh, do you mind verifying your address and date of birth? 8390 Court, Georgetown, South Carolina, 29440. May 15th, 1983. And then phone number, 843-359-5991? Yes, ma'am. And email is grantjuanita72 at gmail.com? Yes, ma'am. Okay. Um, so I see you are enrolled into, uh, the free RX, dental, term life, vision, uh, group accident and the VIP Plus medical plan for, uh, you and child, and/or children. Mm-hmm. Um, and it looks like the coverage will become active, uh, Monday the 9th. So you probably just got a reminder text message. Okay, and what's that total amount that'll be taking out my check every week? Is it every week or every month? Uh, it is weekly, and it's, uh, \$78.51. Okay. And does a card come in the mail, or...? Yeah. So, um, the coverage becomes effective, uh, Monday, so it'll take about seven to ten business days from Monday to get the ID cards. Your medical is gonna be emailed to you, and the dental and vision are mailed. Okay, but say if I need to make a, if I need to see a doctor on Monday, will I still be able to go to the doctor, or I have to wait? Um, so technically, as soon as the coverage is active, you can use it. However, I will say, it might cause some issues with the policy information, 'cause we won't have access to it until 72 business hours of the coverage being active. Now, of course- Oh, okay. ... you can always have your provider call us to verify that you're enrolled and that it's active, but we still wouldn't have, like, the actual policy information. Oh, okay. So is best to wait, like, a week? Um, I- I- I mean, like I said, if you have to use it, you can always have them call us to verify the coverage. But I would at least wait, if you can, until that Thursday or Friday of next week. That way we can- Okay. ... actually pull the ID cards and email 'em to you. Okay. All right. Thank you. You're welcome. Was there anything else you might need help with? No, ma'am. That's it. All righty. You have a wonderful day. You too. Bye-bye. Thank you. Okay. Mm-hmm.

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, I just got a message saying that I needed to call this number to enroll, I'm assuming? But I think I'm already enrolled.

Speaker speaker_1: Okay. I can, uh, check for you and see. What's the name of the agency you work for?

Speaker speaker_2: ATC.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6786.

Speaker speaker_1: And, uh, your first and last name?

Speaker speaker_2: Juanita Grant.

Speaker speaker_1: All righty, uh, do you mind verifying your address and date of birth?

Speaker speaker_2: 8390 Court, Georgetown, South Carolina, 29440. May 15th, 1983.

Speaker speaker_1: And then phone number, 843-359-5991?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And email is grantjuanita72 at gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Um, so I see you are enrolled into, uh, the free RX, dental, term life, vision, uh, group accident and the VIP Plus medical plan for, uh, you and child, and/or children.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, and it looks like the coverage will become active, uh, Monday the 9th. So you probably just got a reminder text message.

Speaker speaker_2: Okay, and what's that total amount that'll be taking out my check every week? Is it every week or every month?

Speaker speaker_1: Uh, it is weekly, and it's, uh, \$78.51.

Speaker speaker_2: Okay. And does a card come in the mail, or...?

Speaker speaker_1: Yeah. So, um, the coverage becomes effective, uh, Monday, so it'll take about seven to ten business days from Monday to get the ID cards. Your medical is gonna be emailed to you, and the dental and vision are mailed.

Speaker speaker_2: Okay, but say if I need to make a, if I need to see a doctor on Monday, will I still be able to go to the doctor, or I have to wait?

Speaker speaker_1: Um, so technically, as soon as the coverage is active, you can use it. However, I will say, it might cause some issues with the policy information, 'cause we won't have access to it until 72 business hours of the coverage being active. Now, of course-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... you can always have your provider call us to verify that you're enrolled and that it's active, but we still wouldn't have, like, the actual policy information.

Speaker speaker_2: Oh, okay. So is best to wait, like, a week?

Speaker speaker_1: Um, I- I- I mean, like I said, if you have to use it, you can always have them call us to verify the coverage. But I would at least wait, if you can, until that Thursday or Friday of next week. That way we can-

Speaker speaker_2: Okay.

Speaker speaker_1: ... actually pull the ID cards and email 'em to you.

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_1: You're welcome. Was there anything else you might need help with?

Speaker speaker_2: No, ma'am. That's it.

Speaker speaker_1: All righty. You have a wonderful day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Thank you. Okay.

Speaker speaker_2: Mm-hmm.