

Transcript: VICTORIA

Taylor-5417875726319616-6740932130684928

Full Transcript

Flip the chair over. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? How are you doing, Victoria? My name is Jason Smith. Um, I have insurance with you guys, but I never received my card or any of my stuff. Okay. What's the name of the agency you work for? Uh, MAU. And the last four of your Social? 6830. Hmm. You said first name is Jason? Yes, ma'am. Mm-hmm. Okay, so you're with MAU, last four is 6830? Yes, ma'am. I don't... Uh, okay. I think I got you here. Sorry about that. Do you mind verifying your address and date of birth? 1758 Bay Trail Road, Hopkins, South Carolina, uh, 29051. And 1758... I mean, uh, 07151997. Phone number, 803-931-6152? 615. Yes, ma'am. Okay. Mm-hmm. And then it looks like email is smithandsons803@gmail.com. Yes, ma'am. Have you not received any of the ID cards or... I haven't had... Not one. I have no ID card. None. Hmm. Okay. Um, I can look up digital copies and email them to you. That would work perfectly. Okay. Give me just a few seconds. Let me look those up and I will be right back. Okay. Hey. What are y'all doing up here? You gotta go. Come on. Go where? I'm trying to figure out how to get home. Hey. Hey there. What you need, man? I need to get home. All right, look. I'm trying to go, Bubba. Dang it. All right. You got anything to drink? Not for much longer. All right. Take care now, all right? All right. Go ahead. Go on then. Go. All righty. Thank you so much for holding. So I just sent your ID cards to your email. Yes, ma'am. What was it- Okay. Um... Quick question. Mm-hmm. Do you know what all type of insurance I have? Yeah. So you have a couple different things. You have the MEC medical plan which covers your preventative medical and, uh, medical services like yearly physicals, vaccinations and preventative screenings. You also have the Ensure Plus basics medical plan which covers more of the non-preventative. So like if you get admitted to the hospital, if you have to go to the emergency room or just a normal physician's office, there's coverage for that. Um, you have the group accident policy, you have dental, you have short-term disability, critical illness, term life, vision, the IDX experts, or I'm sorry, the ID experts and then, uh, the behavioral health. Okay. Um, I was just wondering like, uh, what is, what is the accidental coverage of, uh, for? So the coverage that you get with the group accident policy you pretty much already get with the Ensure Plus basics. So it's in addition to what you get under the Ensure Plus basics. It just helps pay like a set dollar amount towards, um, like hospital admission, intensive care unit, emergency room, physician's office, ambulance, medical imaging. Um, it does also come with the accidental death and dismemberment benefit. Um, so yeah, that's pretty much what it covers. So with that I don't need like a health spending card? Yeah, I mean for the group accident policy you don't get a ID card for that. I mean, I can give you the policy number, but they don't have an ID card for the group, the group accident. Okay. Um, do you know where I can get the policy number on that? So policy number is 2466. One moment. One moment. You said 2466? Yeah. And then 928. Yes, ma'am. That's it. So 2466928. Okay. So I have

2466928 and that's all that? Yes, sir. All righty. I appreciate it so much. Thank you. You're welcome. You have a wonderful night. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Flip the chair over.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_0: How are you doing, Victoria? My name is Jason Smith. Um, I have insurance with you guys, but I never received my card or any of my stuff.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_0: Uh, MAU.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_0: 6830.

Speaker speaker_1: Hmm. You said first name is Jason?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Mm-hmm. Okay, so you're with MAU, last four is 6830?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: I don't... Uh, okay. I think I got you here. Sorry about that. Do you mind verifying your address and date of birth?

Speaker speaker_0: 1758 Bay Trail Road, Hopkins, South Carolina, uh, 29051. And 1758... I mean, uh, 07151997.

Speaker speaker_1: Phone number, 803-931-6152?

Speaker speaker_0: 615. Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And then it looks like email is smithandsons803@gmail.com.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Have you not received any of the ID cards or...

Speaker speaker_0: I haven't had... Not one. I have no ID card. None.

Speaker speaker_1: Hmm. Okay. Um, I can look up digital copies and email them to you.

Speaker speaker_0: That would work perfectly.

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

Speaker speaker_0: Okay.

Speaker speaker_2: Hey.

Speaker speaker_0: What are y'all doing up here?

Speaker speaker_2: You gotta go. Come on.

Speaker speaker_0: Go where?

Speaker speaker_2: I'm trying to figure out how to get home.

Speaker speaker_0: Hey. Hey there.

Speaker speaker_2: What you need, man?

Speaker speaker_0: I need to get home.

Speaker speaker_2: All right, look. I'm trying to go, Bubba.

Speaker speaker_0: Dang it. All right. You got anything to drink?

Speaker speaker_2: Not for much longer. All right. Take care now, all right?

Speaker speaker_0: All right. Go ahead. Go on then. Go.

Speaker speaker_1: All righty. Thank you so much for holding. So I just sent your ID cards to your email.

Speaker speaker_3: Yes, ma'am.

Speaker speaker_1: What was it-

Speaker speaker_3: Okay. Um... Quick question.

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: Do you know what all type of insurance I have?

Speaker speaker_1: Yeah. So you have a couple different things. You have the MEC medical plan which covers your preventative medical and, uh, medical services like yearly physicals, vaccinations and preventative screenings. You also have the Ensure Plus basics medical plan which covers more of the non-preventative. So like if you get admitted to the hospital, if you have to go to the emergency room or just a normal physician's office, there's coverage for that. Um, you have the group accident policy, you have dental, you have short-term disability, critical illness, term life, vision, the IDX experts, or I'm sorry, the ID experts and then, uh, the behavioral health.

Speaker speaker_3: Okay. Um, I was just wondering like, uh, what is, what is the accidental coverage of, uh, for?

Speaker speaker_1: So the coverage that you get with the group accident policy you pretty much already get with the Ensure Plus basics. So it's in addition to what you get under the Ensure Plus basics. It just helps pay like a set dollar amount towards, um, like hospital admission, intensive care unit, emergency room, physician's office, ambulance, medical imaging. Um, it does also come with the accidental death and dismemberment benefit. Um, so yeah, that's pretty much what it covers.

Speaker speaker_3: So with that I don't need like a health spending card?

Speaker speaker_1: Yeah, I mean for the group accident policy you don't get a ID card for that. I mean, I can give you the policy number, but they don't have an ID card for the group, the group accident.

Speaker speaker_3: Okay. Um, do you know where I can get the policy number on that?

Speaker speaker_1: So policy number is 2466.

Speaker speaker_3: One moment. One moment. You said 2466?

Speaker speaker_1: Yeah. And then 928.

Speaker speaker_3: Yes, ma'am.

Speaker speaker_1: That's it. So 2466928.

Speaker speaker_3: Okay. So I have 2466928 and that's all that?

Speaker speaker_1: Yes, sir.

Speaker speaker_3: All righty. I appreciate it so much. Thank you.

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

Speaker speaker_3: You too.

Speaker speaker_1: Thank you. Bye-bye.