

Transcript: VICTORIA

Taylor-5565490624774144-4624220121251840

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. Um, can you look up my account to see if I need to pay for my benefits? Sure. What's the name of the agency you work for? CARA. Okay. And the last four of your social? 4042. And your first and last name? Exodus Nevaska. Okay. Uh, do you mind verifying your address and date of birth? 2610 164th Street Southwest, Apartment A330, Lynnwood, Washington 98087. And April 30, 1985 is my birthday. And phone number 425-616-7527? Yes. Okay. And email is first and last name@Gmail.com? Yes. Okay. Um, I don't see that we received a deduction for this week. Did you work last week? No, I didn't. Okay. Yeah, so for this week, you would have to make a direct payment and it would be \$36.76. Okay. Can you help me, um, make the payment? Sure. Um, the name on the card that you're paying with, is it just your first and last name that's on it? Yes. Okay. And then would the billing address be the same address we have on file? Yes. Okay. Give me one second. Is it gonna charge my, my checking account? Yeah, whatever card that you're paying with. Okay. Yeah, so what I was asking before is the name on the, the card that you're paying with, are you doing like a debit or a credit card? Oh, um, I thought, I thought I was gonna be taking out of the card that gets the direct deposit. No, sir. We have nothing to do with that. This is, this is- Okay. ... for your medical insurance. Um, so the only way that if you don't receive a paycheck, um, 'cause it's typically taken out of your paycheck in the event that you don't work or whatever the case may be. If we don't receive the deduction, the only way to make it active is by calling us to make a direct payment with either a credit or debit card. Okay. That sounds fine. Okay. So let's see. And just to make sure, the card that you're paying with is just your first and last name, no middle initials? No middle. Okay. And then the billing address for that card is gonna be the same address? Yes. Okay. Okay. What is the card number? 5379 8610 2374 4441. And the CVC? 103. And then the expiration date? 10/28. All righty. So again, it charged \$36.76. That does automatically make this week active now and you should get a receipt, uh, to your email. Thank you. You're welcome. Do you need help with anything else? Yes. Uh, do you have, do you have my, uh, insurance information that I need to give to whoever I visit? Yeah, like your ID cards? Yes, 'cause I, I'm, I just signed up for the benefits and I haven't gotten any information yet. Yeah, so the ID cards are not made until the coverage is active, which it looks like it just became active last week. So the cards might be on their way to you now, but let me see if I can pull up digital copies of the ID cards and if I'm able to, I can email those to you real quick. Okay. I will be right back. Okay. All right. Thank you so much for holding. So, I was able to get your dental and your vision ID card. Uh, for whatever reason though, the carrier has not issued your medical ID card just yet. So, what I'm gonna do is I'm gonna reach out to them and then as soon as I get a copy of your medical ID card, I'm gonna send that to your email. Okay. Thank

you. You're welcome. Did you need help with anything else? Um, would, uh, would I be able to get that medical information sometime this week? Uh, yeah. So, it typically takes about 24 to 48 business hours for a follow-up, but really it's just as soon as I get access to that ID card and I'll send that to you as soon as I can. Um, so for, for the medical- Mm-hmm. ... it, it wasn't mailed out or- Well, based on the- ... or are they all the same? So, the dental and the vision are the only ones mailed out to you. The medical is typically emailed to you. Oh, okay. Yeah. The insurance carrier just doesn't mail out the medical card for the specific plan that you have. They typically just send it by email. Okay. Yes, sir? Um, I think that's everything I need. Thank you. All right. You're welcome. And like I said, as soon as I get access to that card, I will send it to your email and also give you a follow-up call to let you know. Okay. I appreciate it. Yes, sir. You have a wonderful day. Thank you. You too. Okay. Bye-bye.

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. Um, can you look up my account to see if I need to pay for my benefits?

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

Speaker speaker_2: CARA.

Speaker speaker_1: Okay. And the last four of your social?

Speaker speaker_2: 4042.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Exodus Nevaska.

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

Speaker speaker_2: 2610 164th Street Southwest, Apartment A330, Lynnwood, Washington 98087. And April 30, 1985 is my birthday.

Speaker speaker_1: And phone number 425-616-7527?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And email is first and last name@Gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, I don't see that we received a deduction for this week. Did you work last week?

Speaker speaker_2: No, I didn't.

Speaker speaker_1: Okay. Yeah, so for this week, you would have to make a direct payment and it would be \$36.76.

Speaker speaker_2: Okay. Can you help me, um, make the payment?

Speaker speaker_1: Sure. Um, the name on the card that you're paying with, is it just your first and last name that's on it?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then would the billing address be the same address we have on file?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Give me one second.

Speaker speaker_2: Is it gonna charge my, my checking account?

Speaker speaker_1: Yeah, whatever card that you're paying with.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah, so what I was asking before is the name on the, the card that you're paying with, are you doing like a debit or a credit card?

Speaker speaker_2: Oh, um, I thought, I thought I was gonna be taking out of the card that gets the direct deposit.

Speaker speaker_1: No, sir. We have nothing to do with that. This is, this is-

Speaker speaker_2: Okay.

Speaker speaker_1: ... for your medical insurance. Um, so the only way that if you don't receive a paycheck, um, 'cause it's typically taken out of your paycheck in the event that you don't work or whatever the case may be. If we don't receive the deduction, the only way to make it active is by calling us to make a direct payment with either a credit or debit card.

Speaker speaker_2: Okay. That sounds fine.

Speaker speaker_1: Okay. So let's see. And just to make sure, the card that you're paying with is just your first and last name, no middle initials?

Speaker speaker_2: No middle.

Speaker speaker_1: Okay. And then the billing address for that card is gonna be the same address?

Speaker speaker_2: Yes .

Speaker speaker_1: Okay. Okay. What is the card number?

Speaker speaker_2: 5379 8610 2374 4441.

Speaker speaker_1: And the CVC?

Speaker speaker_2: 103.

Speaker speaker_1: And then the expiration date?

Speaker speaker_2: 10/28.

Speaker speaker_1: All righty. So again, it charged \$36.76. That does automatically make this week active now and you should get a receipt, uh, to your email.

Speaker speaker_2: Thank you.

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

Speaker speaker_2: Yes. Uh, do you have, do you have my, uh, insurance information that I need to give to whoever I visit?

Speaker speaker_1: Yeah, like your ID cards?

Speaker speaker_2: Yes, 'cause I, I'm, I just signed up for the benefits and I haven't gotten any information yet.

Speaker speaker_1: Yeah, so the ID cards are not made until the coverage is active, which it looks like it just became active last week. So the cards might be on their way to you now, but let me see if I can pull up digital copies of the ID cards and if I'm able to, I can email those to you real quick.

Speaker speaker_2: Okay.

Speaker speaker_1: I will be right back.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Thank you so much for holding. So, I was able to get your dental and your vision ID card. Uh, for whatever reason though, the carrier has not issued your medical ID card just yet. So, what I'm gonna do is I'm gonna reach out to them and then as soon as I get a copy of your medical ID card, I'm gonna send that to your email.

Speaker speaker_3: Okay. Thank you.

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

Speaker speaker_3: Um, would, uh, would I be able to get that medical information sometime this week?

Speaker speaker_1: Uh, yeah. So, it typically takes about 24 to 48 business hours for a follow-up, but really it's just as soon as I get access to that ID card and I'll send that to you as soon as I can.

Speaker speaker_3: Um, so for, for the medical-

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: ... it, it wasn't mailed out or-

Speaker speaker_1: Well, based on the-

Speaker speaker_3: ... or are they all the same?

Speaker speaker_1: So, the dental and the vision are the only ones mailed out to you. The medical is typically emailed to you.

Speaker speaker_3: Oh, okay.

Speaker speaker_1: Yeah. The insurance carrier just doesn't mail out the medical card for the specific plan that you have. They typically just send it by email.

Speaker speaker_3: Okay.

Speaker speaker_1: Yes, sir?

Speaker speaker_3: Um, I think that's everything I need. Thank you.

Speaker speaker_1: All right. You're welcome. And like I said, as soon as I get access to that card, I will send it to your email and also give you a follow-up call to let you know.

Speaker speaker_3: Okay. I appreciate it.

Speaker speaker_1: Yes, sir. You have a wonderful day.

Speaker speaker_3: Thank you. You too.

Speaker speaker_1: Okay. Bye-bye.