

Transcript: VICTORIA

Taylor-5602394268418048-5950694809059328

Full Transcript

Thank you for . This is Victorian. How can I help you? Hello? Hi. How can I help you? Hi. This is Rita. Um, I applied like two weeks ago for the health insurance but I haven't received my card or any information from you guys yet. What's the name of the agency you work for? Um, hold on. Mannequin. And the last four of your social? 1471. Okay. And I'm sorry, your first and last name? Rita Hart. Do you mind verifying your address and date of birth? Um, 1038 Bank Street, Benson, Ohio. 4471. September 17, 1986. Okay, and the zip code is 4407? Seven. Okay, I'm sorry. And I'm sorry, your date of birth? September 17, 1986. And then phone number, 646-472-6969. Correct. Okay. Um, so I see that you're enrolled into coverage, but the coverage is not yet active. Uh, we have not received the first payroll deduction from your employer. Um, I know once you enroll, it can take up to two weeks for that enrollment to be processed through payroll, and then coverage will start the following Monday of your first payroll deduction. Okay, so have my payroll, uh, this coming Friday, that means it's gonna start next Monday or what? Not necessarily. Uh, it's not dependent on when you're paid. It's dependent on when it is taken out of your paycheck. So if you see the deduction being made out of your check for the coverage, the coverage will start the following Monday. Okay. Just have to wait, I guess. Yes. I would just keep an eye on your actual pay stubs for the next one to two weeks. Whenever you see that deduction being made for coverage, the coverage will start the following Monday. And, um, until that time, the US not gonna send me any card or anything, right? ID cards are not even made until the coverage is active, so it typically takes about- Oh, okay. Gotcha. Yeah. Okay, thanks. It takes about 7 to 10 business days- Okay. ... to get the ID cards once the coverage is active. Okay, thanks. You're welcome. Do you need help with anything else? No, thank you. Have a good day. Bye. Okay, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for . This is Victorian. How can I help you?

Speaker speaker_1: Hello?

Speaker speaker_0: Hi. How can I help you?

Speaker speaker_1: Hi. This is Rita. Um, I applied like two weeks ago for the health insurance but I haven't received my card or any information from you guys yet.

Speaker speaker_0: What's the name of the agency you work for?

Speaker speaker_1: Um, hold on. Mannequin.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 1471.

Speaker speaker_0: Okay. And I'm sorry, your first and last name?

Speaker speaker_1: Rita Hart.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: Um, 1038 Bank Street, Benson, Ohio. 4471. September 17, 1986.

Speaker speaker_0: Okay, and the zip code is 4407?

Speaker speaker_1: Seven.

Speaker speaker_0: Okay, I'm sorry. And I'm sorry, your date of birth?

Speaker speaker_1: September 17, 1986.

Speaker speaker_0: And then phone number, 646-472-6969.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Um, so I see that you're enrolled into coverage, but the coverage is not yet active. Uh, we have not received the first payroll deduction from your employer. Um, I know once you enroll, it can take up to two weeks for that enrollment to be processed through payroll, and then coverage will start the following Monday of your first payroll deduction.

Speaker speaker_1: Okay, so have my payroll, uh, this coming Friday, that means it's gonna start next Monday or what?

Speaker speaker_0: Not necessarily. Uh, it's not dependent on when you're paid. It's dependent on when it is taken out of your paycheck. So if you see the deduction being made out of your check for the coverage, the coverage will start the following Monday.

Speaker speaker_1: Okay. Just have to wait, I guess.

Speaker speaker_0: Yes. I would just keep an eye on your actual pay stubs for the next one to two weeks. Whenever you see that deduction being made for coverage, the coverage will start the following Monday.

Speaker speaker_1: And, um, until that time, the US not gonna send me any card or anything, right?

Speaker speaker_0: ID cards are not even made until the coverage is active, so it typically takes about-

Speaker speaker_1: Oh, okay. Gotcha.

Speaker speaker_0: Yeah.

Speaker speaker_1: Okay, thanks.

Speaker speaker_0: It takes about 7 to 10 business days-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to get the ID cards once the coverage is active.

Speaker speaker_1: Okay, thanks.

Speaker speaker_0: You're welcome. Do you need help with anything else?

Speaker speaker_1: No, thank you. Have a good day. Bye.

Speaker speaker_0: Okay, bye-bye.