

Transcript: VICTORIA

Taylor-5622635251580928-6260018061983744

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Vitoria. How can I help you? Hi, Vitoria. My name's Alexandria Lewis. I'm trying to apply for the open enrollment for 2025. Okay. Uh, what's the name of the agency you work for? Wagner Staffing. And the last four of your social? 2249. All right, and your first and last name again? Alexandria Lewis. Uh, do you need me verifying your address and date of birth? My address is 3360 Steve Reynolds Boulevard, Apartment 1303, Duluth, Georgia 30096. And my date of birth is March 29, 1998. Okay, are you no longer at 595 of Terrence Drive? Yes, I'm no longer there. Okay, let's see. So it was 3360 Steve Reynolds-Steve Reynolds Boulevard, Apartment 1303, Duluth, Georgia 30096. Yep. Okay, give me one second. All right, just to make sure I got it right, uh, 3360 Steve Reynolds Boulevard, Apartment 1303, Duluth, uh, Georgia 30096. Yes. Okay, phone number 678-818-3408? Yes. And then email is alexvlewis98@outlook.com? Yes. Okay. So, I see that you're currently enrolled into the, uh, MEC, the dental, vision, and the VIP Pro for employee only. Yes. Okay, are you wanting to make changes to that? No, still the same. Okay. Uh, so it'll roll over into the new year. Okay, so I will be enrolled for 2025? Yes, ma'am. I see that you're pending for enrollment for the same elections. It... And during the open enrollment, it'll automatically roll over unless the plan that you enrolled into originally is no longer offered or if you wanna make a change. Oh, okay. Mm-hmm. All right. So you are good to go from here. Um, did you need help with anything else? I don't. Well, actually, I know they would ask me this any time I'd like to call a provider, but what is my member ID? Do you not have your ID cards? I do, but it doesn't list it on there unless I'm not seeing it. Okay. I'm seeing like the policy number. Um, there's the EDI payer ID, the BIN number, group number, but whenever they ask me for member ID, and I'll send a picture of the card, we are usually having to call and ask what the member ID is. Okay, give me one second. I'm trying to pull up the ID cards from my end. Okay. And just to make sure, you have two separate ID cards for medical, correct? Yes. Okay. So, the one for your preventative care, um, I see an employee ID, so it might be the same as that, but I don't see a member ID anywhere. Okay. Let me check the other one. The other ID card doesn't have a member ID either, so I would just give them the policy number. I see a medical ID number, but it's in small print. All right. And could you just, um, give me both of those, unless they're the same thing? Yeah, I mean, I can give them to you. I can also email you the ID cards. Oh, yes, if you can. Okay, do you just want me to email them to you? Yes, please. Okay, give me just a few seconds. Let me download everything else. Do you need your dental and, uh, vision ID cards as well? Yes. Okay. Okay. Just now sending that to your email so it should come through in a few minutes. All right. Thank you. You're welcome. Uh, was there anything else you might need help with? No, that is all. All right. You have a wonderful day. You as well. Thank you. Thank you. 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 Vitoria. How can I help you?

Speaker speaker_2: Hi, Vitoria. My name's Alexandria Lewis. I'm trying to apply for the open enrollment for 2025.

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

Speaker speaker_2: Wagner Staffing.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 2249.

Speaker speaker_1: All right, and your first and last name again?

Speaker speaker_2: Alexandria Lewis.

Speaker speaker_1: Uh, do you need me verifying your address and date of birth?

Speaker speaker_2: My address is 3360 Steve Reynolds Boulevard, Apartment 1303, Duluth, Georgia 30096. And my date of birth is March 29, 1998.

Speaker speaker_1: Okay, are you no longer at 595 of Terrence Drive?

Speaker speaker_2: Yes, I'm no longer there.

Speaker speaker_1: Okay, let's see. So it was 3360 Steve Reynolds-

Speaker speaker_2: Steve Reynolds Boulevard, Apartment 1303, Duluth, Georgia 30096.

Speaker speaker_1: Yep. Okay, give me one second. All right, just to make sure I got it right, uh, 3360 Steve Reynolds Boulevard, Apartment 1303, Duluth, uh, Georgia 30096.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, phone number 678-818-3408?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email is alexvlewis98@outlook.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So, I see that you're currently enrolled into the, uh, MEC, the dental, vision, and the VIP Pro for employee only.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, are you wanting to make changes to that?

Speaker speaker_2: No, still the same.

Speaker speaker_1: Okay. Uh, so it'll roll over into the new year.

Speaker speaker_2: Okay, so I will be enrolled for 2025?

Speaker speaker_1: Yes, ma'am. I see that you're pending for enrollment for the same elections. It... And during the open enrollment, it'll automatically roll over unless the plan that you enrolled into originally is no longer offered or if you wanna make a change.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: All right.

Speaker speaker_1: So you are good to go from here. Um, did you need help with anything else?

Speaker speaker_2: I don't. Well, actually, I know they would ask me this any time I'd like to call a provider, but what is my member ID?

Speaker speaker_1: Do you not have your ID cards?

Speaker speaker_2: I do, but it doesn't list it on there unless I'm not seeing it.

Speaker speaker_1: Okay.

Speaker speaker_2: I'm seeing like the policy number. Um, there's the EDI payer ID, the BIN number, group number, but whenever they ask me for member ID, and I'll send a picture of the card, we are usually having to call and ask what the member ID is.

Speaker speaker_1: Okay, give me one second. I'm trying to pull up the ID cards from my end.

Speaker speaker_2: Okay.

Speaker speaker_1: And just to make sure, you have two separate ID cards for medical, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So, the one for your preventative care, um, I see an employee ID, so it might be the same as that, but I don't see a member ID anywhere.

Speaker speaker_2: Okay.

Speaker speaker_1: Let me check the other one. The other ID card doesn't have a member ID either, so I would just give them the policy number. I see a medical ID number, but it's in small print.

Speaker speaker_2: All right. And could you just, um, give me both of those, unless they're the same thing?

Speaker speaker_1: Yeah, I mean, I can give them to you. I can also email you the ID cards.

Speaker speaker_2: Oh, yes, if you can.

Speaker speaker_1: Okay, do you just want me to email them to you?

Speaker speaker_2: Yes, please.

Speaker speaker_1: Okay, give me just a few seconds. Let me download everything else. Do you need your dental and, uh, vision ID cards as well?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay.Okay. Just now sending that to your email so it should come through in a few minutes.

Speaker speaker_3: All right. Thank you.

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

Speaker speaker_3: No, that is all.

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

Speaker speaker_3: You as well. Thank you.

Speaker speaker_1: Thank you. Bye-bye.