

Transcript: VICTORIA

Taylor-5775043868147712-6669241345556480

Full Transcript

Thank you for calling Benefits Center Card. This is Victoria. How can I help you? Yes, I am calling because I enrolled in the standard MEC, um, enhanced through DTC Workforce. Okay. And I didn't know what number to call to find out information because I don't have a insurance card or anything. Okay. Let me pull up your file. What's the last four of your Social? 2486. And your first and last name? Raemisegger. Okay. Do you mind verifying your address and date of birth? 2117 Broce Lane, Independence, Kansas 67301 and 11/12/1963. And then phone number is 620-714-1686? Yes. And then email is R-A-E-M-I-S-E-G-G-E-R at y- at yahoo.com? Yes. Okay. So ID cards and policy information is not made until after the coverage is active which currently your coverage is not active. Oh, it's not? No, ma'am. Not - So it will be active the following Monday of your first payroll deduction. So next Monday? I don't know if that's going to be next Monday or not. Have... So whenever you see that first deduction being made out of your check, the coverage starts- Mm-hmm. ... the following Monday. Okay. Well, it, it was taken out this week, so... Okay. I must have- This is my first paycheck. Yeah. Okay. Sorry? I don't see any deductions that have been reported to us. Now I know once you do enroll, it can take up to two weeks before that deduction is made out of your check. Oh, so, um, you get an insurance card you said then? Once the coverage is active, the ID cards are made and sent to you. Okay. All right. But do we, um, get any other information to go with the ID card? Uh, not... I mean, not that I'm aware of. Everything that your provider will need is on the ID card itself. Um- Okay. ... so you should be getting a dental, a vision and a preventative medical ID card by mail but also keep an eye on your email because the ID card for your non-preventative medical is sent to you by email. Okay. All right. So do I need to check my spam for that too just in case it doesn't make it to my regular email? I would. If you don't see it in your normal inbox, just check your junk and spam folder. But like I said, your coverage is not even active, so those haven't been sent yet. Okay. All right. Well, thank you. You're welcome. You have a wonderful day. You too. Bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Card. This is Victoria. How can I help you?

Speaker speaker_1: Yes, I am calling because I enrolled in the standard MEC, um, enhanced through DTC Workforce.

Speaker speaker_0: Okay.

Speaker speaker_1: And I didn't know what number to call to find out information because I don't have a insurance card or anything.

Speaker speaker_0: Okay. Let me pull up your file. What's the last four of your Social?

Speaker speaker_1: 2486.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Raemisegger.

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

Speaker speaker_1: 2117 Broce Lane, Independence, Kansas 67301 and 11/12/1963.

Speaker speaker_0: And then phone number is 620-714-1686?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is R-A-E-M-I-S-E-G-G-E-R at y- at yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So ID cards and policy information is not made until after the coverage is active which currently your coverage is not active.

Speaker speaker_1: Oh, it's not?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: Not -

Speaker speaker_0: So it will be active the following Monday of your first payroll deduction.

Speaker speaker_1: So next Monday?

Speaker speaker_0: I don't know if that's going to be next Monday or not. Have... So whenever you see that first deduction being made out of your check, the coverage starts-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the following Monday.

Speaker speaker_1: Okay. Well, it, it was taken out this week, so...

Speaker speaker_0: Okay. I must have-

Speaker speaker_1: This is my first paycheck.

Speaker speaker_0: Yeah. Okay.

Speaker speaker_1: Sorry?

Speaker speaker_0: I don't see any deductions that have been reported to us. Now I know once you do enroll, it can take up to two weeks before that deduction is made out of your check.

Speaker speaker_1: Oh, so, um, you get an insurance card you said then?

Speaker speaker_0: Once the coverage is active, the ID cards are made and sent to you.

Speaker speaker_1: Okay. All right. But do we, um, get any other information to go with the ID card?

Speaker speaker_0: Uh, not... I mean, not that I'm aware of. Everything that your provider will need is on the ID card itself. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... so you should be getting a dental, a vision and a preventative medical ID card by mail but also keep an eye on your email because the ID card for your non-preventative medical is sent to you by email.

Speaker speaker_1: Okay. All right. So do I need to check my spam for that too just in case it doesn't make it to my regular email?

Speaker speaker_0: I would. If you don't see it in your normal inbox, just check your junk and spam folder. But like I said, your coverage is not even active, so those haven't been sent yet.

Speaker speaker_1: Okay. All right. Well, thank you.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye.