

Transcript: VICTORIA

Taylor-5898749986127872-4862275660464128

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria, how can I help you? Um, I was needin' to see if my card was active. Okay. What's the name of the agency you work for? American Staff Corps. And the last four of your Social? Five, six, one, eight. And your first and last name? Ethan, E-T-H-A-N. Last name is H-I-S-E. Do you mind verifying your address and date of birth? Address is gonna be 14700 East 400 Road, Claremore, Oklahoma, 74017. And then birthday is 07/14/2004. Okay. Phone number 620-688-3130? Yes. And then email is gonna be hise.ethan58@gmail.com? Yep. Okay. Um, let's see. Yes, I see you're enrolled into a few different things and the coverage is currently active. Okay. 'Cause she told me to call back today to make sure that the, the coverage got, uh, it had, uh, activated. Yeah, I see that it, it's active. Um, let's see... Okay. So it looks like originally you were just enrolled into the MEC TeleRx and then you added onto the enrollment the dental, vision, VIP Excel, group accident, short-term disability, critical illness and term life. So what you added on became active starting today. Mm-hmm. The MEC TeleRx technically became active on the 7th. But yeah- Oh, okay. ... as of right now, everything is currently active. Okay, then who would I call to find out about the vision and dental, who, who I can go see basically, like, where it gets covered? Um, I mean, I can send instructions to your email. There's a, either a website that you can go on to or, um, a phone number that you can call. Now of course all of that information should be on your ID cards which that we're just waiting on. Um, whenever your coverage becomes active it typically takes about seven to ten business days to get access to the ID cards. Okay. So I will just go ahead and, for now, and send you instructions on how to find providers. Um, I think I should have access to the ID card for the MEC TeleRx, so that, I mean, I could try and email to you, but I know for sure the ID card for the VIP Excel dental and vision we won't have access to until later this week, maybe like Thursday or Friday. Okay. 'Cause I was need... I was wondering if, like, who I could see for the dental and vision. Okay. Well I'll just go ahead and send you instructions to your email on how to find that out for now, and then if you want to call us maybe Thursday or Friday of this week, we should be able to download ID card, uh, your digital ID cards. Okay. And then when can I get a, uh, physical copy of that? Well like I said, any time your, whenever your coverage becomes active it takes about seven to ten business days. So you should be getting the physical copies. Now the only one you're not gonna get a physical copy for is the VIP Excel, the carrier typically emails that to you. Okay. Uh, just to make sure, I have two different emails on file, which, which one would you like me to send this information to? Um, the, uh, hise.ethan58@gmail.com. Oh, okay, so it should be H-I-S-E.ethan58@gmail.com? Yes. Okay. All right. All righty, I will send that to you there. Was there anything else you might need help with? Uh, nope. All righty. You have a wonderful day. Thank you. Thank you. Bye-bye. Mm-hmm, bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card, this is Victoria, how can I help you?

Speaker speaker_1: Um, I was needin' to see if my card was active.

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

Speaker speaker_1: American Staff Corps.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Five, six, one, eight.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Ethan, E-T-H-A-N. Last name is H-I-S-E.

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

Speaker speaker_1: Address is gonna be 14700 East 400 Road, Claremore, Oklahoma, 74017. And then birthday is 07/14/2004.

Speaker speaker_0: Okay. Phone number 620-688-3130?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is gonna be hise.ethan58@gmail.com?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. Um, let's see. Yes, I see you're enrolled into a few different things and the coverage is currently active.

Speaker speaker_1: Okay. 'Cause she told me to call back today to make sure that the, the coverage got, uh, it had, uh, activated.

Speaker speaker_0: Yeah, I see that it, it's active. Um, let's see... Okay. So it looks like originally you were just enrolled into the MEC TeleRx and then you added onto the enrollment the dental, vision, VIP Excel, group accident, short-term disability, critical illness and term life. So what you added on became active starting today.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: The MEC TeleRx technically became active on the 7th. But yeah-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... as of right now, everything is currently active.

Speaker speaker_1: Okay, then who would I call to find out about the vision and dental, who, who I can go see basically, like, where it gets covered?

Speaker speaker_0: Um, I mean, I can send instructions to your email. There's a, either a website that you can go on to or, um, a phone number that you can call. Now of course all of that information should be on your ID cards which that we're just waiting on. Um, whenever your coverage becomes active it typically takes about seven to ten business days to get access to the ID cards.

Speaker speaker_1: Okay.

Speaker speaker_0: So I will just go ahead and, for now, and send you instructions on how to find providers. Um, I think I should have access to the ID card for the MEC TeleRx, so that, I mean, I could try and email to you, but I know for sure the ID card for the VIP Excel dental and vision we won't have access to until later this week, maybe like Thursday or Friday.

Speaker speaker_1: Okay. 'Cause I was need... I was wondering if, like, who I could see for the dental and vision.

Speaker speaker_0: Okay. Well I'll just go ahead and send you instructions to your email on how to find that out for now, and then if you want to call us maybe Thursday or Friday of this week, we should be able to download ID card, uh, your digital ID cards.

Speaker speaker_1: Okay. And then when can I get a, uh, physical copy of that?

Speaker speaker_0: Well like I said, any time your, whenever your coverage becomes active it takes about seven to ten business days. So you should be getting the physical copies. Now the only one you're not gonna get a physical copy for is the VIP Excel, the carrier typically emails that to you.

Speaker speaker_1: Okay.

Speaker speaker_0: Uh, just to make sure, I have two different emails on file, which, which one would you like me to send this information to?

Speaker speaker_1: Um, the, uh, hise.ethan58@gmail.com.

Speaker speaker_0: Oh, okay, so it should be H-I-S-E.ethan58@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right. All righty, I will send that to you there. Was there anything else you might need help with?

Speaker speaker_1: Uh, nope.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_1: Thank you.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Mm-hmm, bye.