

Transcript: VICTORIA

Taylor-6010953482059776-5048201582166016

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, it's Virginia Williams. I was just telling them that, how do I go about accessing my benefits? I'm paying into it. I, you know, if I need to see a doctor, how do I get my card and how do I know who to go to, you know, what network? Okay. Um, you, do you know if the coverage is active already? Yes. It's been active. Okay. Um, you should have been sent an ID card either by email or by the mail. Mm-hmm. Um, but if you don't have that, I can try and look it up for you. Okay. Um, my name is Virginia Williams. What's the name of the agency you work for? Uh, VG Family Multifamily. Okay. And the last four of your Social? 6850. Okay. Uh, do you mind verifying your address and date of birth? Um, 3921 Boston Avenue, San Diego 92113, uh, November the 10th, 1960. And is the number 619-705-8988? Correct. And then email is vwilliamssbca1@yahoo.com? That's correct. Gotcha. Let's see. I don't see that you're enrolled into anything on my end. I thought I was enrolled. Yeah, I don't see that you are. Okay, but I can get enrolled. I thought I had got enrolled. I really did. Okay, what do I need to... I thought we, uh, I thought I had already did, but how, what do I need to, to get enrolled in, with my benefits? I thought I was getting ... jinx. Are you a new hire with them? Yeah, I've been there with them over a year. Okay. Yeah, you only have 30 days from the date of your first check to get enrolled. Um, outside of that, the only time to enroll, uh, would be during their company opening season, which they're currently not in. Mm-hmm. Um, but it looks like they have it during August of every year. Oh, so, so anyway, I'm out. Uh, in other words, I can't do it then? I thought I was already enrolled. At this time, yeah. Okay. Um. Go ahead. Now, I know there is one other way, um, if you've recently experienced, like, a qualifying life event within the last 30 days. Mm-hmm. Um, that can be anything from, like, involuntary loss of benefits, um, getting married, divorce, death, birth- Mm-hmm. ... adoption, uh, being named as a legal guardian, qualifying of government assistance, loss of government assistance, and then being eligible for new benefits. Hmm. Okay, so I have to, I have to go over those options because I know I should be, um, eligible for, for my benefits, but I just probably kind of screwed up. I thought I had them. I thought they were taken out for... I can, I can... I'm gonna go back in, but I'm gonna have to call you later, back later. Okay, and I'll just go ahead and email you some information about the different life events. Okay. Okay. Thank you so much. Thank you. Bye-bye. You're welcome. 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, it's Virginia Williams. I was just telling them that, how do I go about accessing my benefits? I'm paying into it. I, you know, if I need to see a doctor, how do I get my card and how do I know who to go to, you know, what network?

Speaker speaker_1: Okay. Um, you, do you know if the coverage is active already?

Speaker speaker_2: Yes. It's been active.

Speaker speaker_1: Okay. Um, you should have been sent an ID card either by email or by the mail.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, but if you don't have that, I can try and look it up for you.

Speaker speaker_2: Okay. Um, my name is Virginia Williams.

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

Speaker speaker_2: Uh, VG Family Multifamily.

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

Speaker speaker_2: 6850.

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

Speaker speaker_2: Um, 3921 Boston Avenue, San Diego 92113, uh, November the 10th, 1960.

Speaker speaker_1: And is the number 619-705-8988?

Speaker speaker_2: Correct.

Speaker speaker_1: And then email is vwilliamssbca1@yahoo.com?

Speaker speaker_2: That's correct.

Speaker speaker_1: Gotcha. Let's see. I don't see that you're enrolled into anything on my end.

Speaker speaker_2: I thought I was enrolled.

Speaker speaker_1: Yeah, I don't see that you are.

Speaker speaker_2: Okay, but I can get enrolled. I thought I had got enrolled. I really did. Okay, what do I need to... I thought we, uh, I thought I had already did, but how, what do I need to, to get enrolled in, with my benefits? I thought I was getting ... jinx.

Speaker speaker_1: Are you a new hire with them?

Speaker speaker_2: Yeah, I've been there with them over a year.

Speaker speaker_1: Okay. Yeah, you only have 30 days from the date of your first check to get enrolled. Um, outside of that, the only time to enroll, uh, would be during their company opening season, which they're currently not in.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, but it looks like they have it during August of every year.

Speaker speaker_2: Oh, so, so anyway, I'm out. Uh, in other words, I can't do it then? I thought I was already enrolled.

Speaker speaker_1: At this time, yeah.

Speaker speaker_2: Okay.

Speaker speaker_1: Um.

Speaker speaker_2: Go ahead.

Speaker speaker_1: Now, I know there is one other way, um, if you've recently experienced, like, a qualifying life event within the last 30 days.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, that can be anything from, like, involuntary loss of benefits, um, getting married, divorce, death, birth-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... adoption, uh, being named as a legal guardian, qualifying of government assistance, loss of government assistance, and then being eligible for new benefits.

Speaker speaker_2: Hmm. Okay, so I have to, I have to go over those options because I know I should be, um, eligible for, for my benefits, but I just probably kind of screwed up. I thought I had them. I thought they were taken out for... I can, I can... I'm gonna go back in, but I'm gonna have to call you later, back later.

Speaker speaker_1: Okay, and I'll just go ahead and email you some information about the different life events.

Speaker speaker_2: Okay. Okay. Thank you so much. Thank you. Bye-bye.

Speaker speaker_1: You're welcome. Bye.