

Transcript: VICTORIA

Taylor-6027180241240064-5425658797146112

Full Transcript

... on a card. This is Victoria. How can I help you? Hi, yes, I am calling because, um, I guess, you guys picked up the insurance coverage for my husband's job. Previously there was something else. There should be notes on my account. I was in the doctor's office, so I had to hang up. But I have to give, I guess, my kids'. I have to give everybody's information so I guess they can input everything manually so that we can get it started or something like that. Okay. Are you... Are you the policy holder or is your husband? My husband is. Okay. What's the name of his employer? Uh... Skill... Hold on, I'm sorry. It is... Superior Skilled Trades. Okay. And are you on the enrollment? Yes, ma'am. Okay. What's the last four of his social? 4279. And his first and last name? Ernesto Chavez. Okay, let's see. Mm-hmm. And then what is your name? Jacqueline Chavez. Okay. And then if you'll just verify the last four of your social and your date of birth. 11-36-33-93. Okay. So are you just calling in to add your children's information to the enrollment? Um, I believe so. I was on the phone with a lady earlier and she was, I guess, gonna have me go through everybody and... Add? I mean, do you see him and I already on it? Yeah. I s- Well, him, it's... He's the policy holder. And then I see you listed as a dependent, but I don't see any dependent children. Yes. So I guess that's what I need to do, is add my children. Okay. Give me just a few seconds. Okay. All right. Go back in. And... How many children are we adding? Three. Okay. The first child's name? All right. Isabella Padilla. Is the first name spelled I-S-A-B-E-L-L-A? Correct. And then how you spell the, uh, last name? Um, it's P-A-D-I-L-L-A. All right. And date of birth? It's 1-19-2012. You said 1-19-2012? Yes, ma'am. Correct. Okay. And then her social? S-... Sorry... Hers is 7-7-7-0-2-1-4-0-3. All right. And then who's next? We have Sophia Chavez. S-O-P-H-I-A... And C-H-A-V-E-Z. And date of birth? Hers is 4-18-2016. And then full social? 12371-9181. Okay. And who's next? And then I have Julian Chavez. J-U-L-I-A-N. And last name, C-H-A-V-E-Z. All right. And date of birth? He is 3-11-2019. And then social. 739-15-4184. All righty. Perfect. And then is that everybody? Yes. That is. The only question I have now, um, because I've been trying to get him to give me the benefits because I had him run to the doctor. Is there any way that you can send, like, an email that shows what it covers or is there an app or anything? Okay. So the issue is, is that coverage just became active on Monday, the 5th. Mm-hmm. Yes. So we are still waiting on the policy information from the carriers. So once the coverage becomes active it typically takes us at least 72 business hours to have access to the policy information. Mm-hmm. Um, so it doesn't look like we have access to the policy info just yet. Oh. Okay. She did say that it was e- uh, not the same, similar, um, than- to what we had, right? It's supposed to be similar, um, to what you had, but it's not gonna be e-exactly the same, because we're... Yes. We're a different company than what you had previously. Okay. Um, I know his email on there is ernestochavez14.EC. Can I give you the email that we use combined? At least I don't have to bug him for this stuff because he doesn't

give me the stuff. I mean, I can list that- So there's like a- ... as a secondary email. Okay. Um, what is that email again? It's ekalvez721@gmail.com. Okay. All righty. I will go ahead and list that as a secondary email. Um, was there anything else you might need help with? Um, is there an app so that I can sign up w- when everything is said and done or no? Um, I'm not aware of a specific app but let me see. They may have a website. Um... Will they send out cards? Yeah. And, they will. So it, basically what happens is, it takes about seven to 10 business days to get your ID cards. All right. The dental, vision and the card for the MEC preventative medical, all three of those are gonna be mailed. And then the- Okay. ... ID card for the VIP Classic non-preventative medical is going to be emailed and it's going to go to the, the main email address we have on here. Um, now all of the- So you're going to show me what we have? Yes. I see that you're, he's enrolled into vision, dental, the VIP Classic medical plan for employee plus family, short-term disability for employee only, term life for employee plus spouse and then the MEC medical plan for employee plus family as well. Okay. So he sounds at least like he signed up for the, everything, right? Yes. Uh, so the only thing... Only couple things he didn't sign up for was the critical illness, group accident, behavioral health and then the virtual primary care. All of those he did not sign up for but everything else he did. Okay. Perfect. I'm sorry, it's just easier to get it out of you than to ask him. He's telling me, I don't know what I did or I, you know, I, I don't know. You're fine. All righty. Um, so- Um, the one thing I was gonna add is once you guys receive those ID cards, there should be instructions on a website that you guys can go onto and register your accounts. I'm just not- Okay, I'll do that. I'm not sure if there's like an app or anything. You guys might just have to search that. I'm not aware of a specific app for the carriers. Okay. Um, but the kids are added and everything, all, all that's done now, right? Yes. I went ahead and added your three children. Your, you were already added to the enrollment and you're good to go from here. Now, I do- Okay, perfect. ... see that we are still missing a beneficiary for his term life. So he will- Mm-hmm. ... just need to call us back and name a beneficiary for that. Okay. I will get him to do that. Yes, ma'am. All righty. Thank you so much. You're welcome. You have a wonderful day. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: ... on a card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, yes, I am calling because, um, I guess, you guys picked up the insurance coverage for my husband's job. Previously there was something else. There should be notes on my account. I was in the doctor's office, so I had to hang up. But I have to give, I guess, my kids'. I have to give everybody's information so I guess they can input everything manually so that we can get it started or something like that.

Speaker speaker_0: Okay. Are you... Are you the policy holder or is your husband?

Speaker speaker_1: My husband is.

Speaker speaker_0: Okay. What's the name of his employer?

Speaker speaker_1: Uh... Skill... Hold on, I'm sorry. It is... Superior Skilled Trades.

Speaker speaker_0: Okay. And are you on the enrollment?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. What's the last four of his social?

Speaker speaker_1: 4279.

Speaker speaker_0: And his first and last name?

Speaker speaker_1: Ernesto Chavez.

Speaker speaker_0: Okay, let's see.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then what is your name?

Speaker speaker_1: Jacqueline Chavez.

Speaker speaker_0: Okay. And then if you'll just verify the last four of your social and your date of birth.

Speaker speaker_1: 11-36-33-93.

Speaker speaker_0: Okay. So are you just calling in to add your children's information to the enrollment?

Speaker speaker_1: Um, I believe so. I was on the phone with a lady earlier and she was, I guess, gonna have me go through everybody and... Add? I mean, do you see him and I already on it?

Speaker speaker_0: Yeah. I s- Well, him, it's... He's the policy holder. And then I see you listed as a dependent, but I don't see any dependent children.

Speaker speaker_1: Yes. So I guess that's what I need to do, is add my children.

Speaker speaker_0: Okay. Give me just a few seconds. Okay. All right.

Speaker speaker_1: Go back in.

Speaker speaker_0: And... How many children are we adding?

Speaker speaker_1: Three.

Speaker speaker_0: Okay. The first child's name?

Speaker speaker_1: All right. Isabella Padilla.

Speaker speaker_0: Is the first name spelled I-S-A-B-E-L-L-A?

Speaker speaker_1: Correct.

Speaker speaker_0: And then how you spell the, uh, last name?

Speaker speaker_1: Um, it's P-A-D-I-L-L-A.

Speaker speaker_0: All right. And date of birth?

Speaker speaker_1: It's 1-19-2012.

Speaker speaker_0: You said 1-19-2012?

Speaker speaker_1: Yes, ma'am. Correct.

Speaker speaker_0: Okay. And then her social?

Speaker speaker_1: S-... Sorry... Hers is 7-7-7-0-2-1-4-0-3.

Speaker speaker_0: All right. And then who's next?

Speaker speaker_1: We have Sophia Chavez. S-O-P-H-I-A... And C-H-A-V-E-Z.

Speaker speaker_0: And date of birth?

Speaker speaker_1: Hers is 4-18-2016.

Speaker speaker_0: And then full social?

Speaker speaker_1: 12371-9181.

Speaker speaker_0: Okay. And who's next?

Speaker speaker_1: And then I have Julian Chavez. J-U-L-I-A-N. And last name, C-H-A-V-E-Z.

Speaker speaker_0: All right. And date of birth?

Speaker speaker_1: He is 3-11-2019.

Speaker speaker_0: And then social.

Speaker speaker_1: 739-15-4184.

Speaker speaker_0: All righty. Perfect. And then is that everybody?

Speaker speaker_1: Yes. That is. The only question I have now, um, because I've been trying to get him to give me the benefits because I had him run to the doctor. Is there any way that you can send, like, an email that shows what it covers or is there an app or anything?

Speaker speaker_0: Okay. So the issue is, is that coverage just became active on Monday, the 5th.

Speaker speaker_1: Mm-hmm. Yes.

Speaker speaker_0: So we are still waiting on the policy information from the carriers. So once the coverage becomes active it typically takes us at least 72 business hours to have access to the policy information.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, so it doesn't look like we have access to the policy info just yet.

Speaker speaker_1: Oh. Okay. She did say that it was e- uh, not the same, similar, um, than- to what we had, right?

Speaker speaker_0: It's supposed to be similar, um, to what you had, but it's not gonna be e- exactly the same, because we're...

Speaker speaker_1: Yes.

Speaker speaker_0: We're a different company than what you had previously.

Speaker speaker_1: Okay. Um, I know his email on there is ernestochavez14.EC. Can I give you the email that we use combined? At least I don't have to bug him for this stuff because he doesn't give me the stuff.

Speaker speaker_0: I mean, I can list that-

Speaker speaker_1: So there's like a-

Speaker speaker_0: ... as a secondary email.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, what is that email again?

Speaker speaker_1: It's ekalvez721@gmail.com.

Speaker speaker_0: Okay. All righty. I will go ahead and li- list that as a secondary email. Um, was there anything else you might need help with?

Speaker speaker_1: Um, is there an app so that I can sign up w- when everything is said and done or no?

Speaker speaker_0: Um, I'm not aware of a specific app but let me see. They may have a website. Um...

Speaker speaker_1: Will they send out cards?

Speaker speaker_0: Yeah. And, they will. So it, basically what happens is, it takes about seven to 10 business days to get your ID cards.

Speaker speaker_1: All right.

Speaker speaker_0: The dental, vision and the card for the MEC preventative medical, all three of those are gonna be mailed. And then the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... ID card for the VIP Classic non-preventative medical is going to be emailed and it's going to go to the, the main email address we have on here. Um, now all of the-

Speaker speaker_1: So you're going to show me what we have?

Speaker speaker_0: Yes. I see that you're, he's enrolled into vision, dental, the VIP Classic medical plan for employee plus family, short-term disability for employee only, term life for employee plus spouse and then the MEC medical plan for employee plus family as well.

Speaker speaker_1: Okay. So he sounds at least like he signed up for the, everything, right?

Speaker speaker_0: Yes. Uh, so the only thing... Only couple things he didn't sign up for was the critical illness, group accident, behavioral health and then the virtual primary care. All of those he did not sign up for but everything else he did.

Speaker speaker_1: Okay. Perfect. I'm sorry, it's just easier to get it out of you than to ask him. He's telling me, I don't know what I did or I, you know, I, I don't know.

Speaker speaker_0: You're fine.

Speaker speaker_1: All righty. Um, so-

Speaker speaker_0: Um, the one thing I was gonna add is once you guys receive those ID cards, there should be instructions on a website that you guys can go onto and register your accounts. I'm just not-

Speaker speaker_1: Okay, I'll do that.

Speaker speaker_0: I'm not sure if there's like an app or anything. You guys might just have to search that. I'm not aware of a specific app for the carriers.

Speaker speaker_1: Okay. Um, but the kids are added and everything, all, all that's done now, right?

Speaker speaker_0: Yes. I went ahead and added your three children. Your, you were already added to the enrollment and you're good to go from here. Now, I do-

Speaker speaker_1: Okay, perfect.

Speaker speaker_0: ... see that we are still missing a beneficiary for his term life. So he will-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... just need to call us back and name a beneficiary for that.

Speaker speaker_1: Okay. I will get him to do that.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: All righty. Thank you so much.

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

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.