Transcript: VICTORIA Taylor-6049869822640128-5588313980747776

Full Transcript

Your call may be monitored or- Hello. ... recorded for quality assurance purposes. Hello? Thank you for calling Benefits On The Card. This is Victoria. How can I help you? Yes, ma'am. I was calling, uh, to see, I talked to a lady last week, and she told me if I needed, uh, if I needed to, y'all could email me a copy of my insurance cards 'cause I haven't got them in the mail yet, and I got a doctor's appointment in the mor- tomorrow. Okay. What's the name of the agency you work for? Surge Staffing. And the last four of your Social? 0143. Okay. And your first and last name? Anthony Anderson. All right. Do you mind verifying your address and date of birth? I don't. My date of birth is 3/8/'87, and my address is 790 County Road 1216. That's in Vineland, Alabama, zip code 35179. Phone number 256-673-5227? Yes, ma'am. All right. And then email is gonna be, uh, darylanderso930@gmail.com? Yes, ma'am. Uh, when I first filled my insurance out, I put my address down but we recently just moved this past weekend, uh, I didn't know if I needed to update that address. Is it no longer 790 County Road? No. Uh, no, ma'am. We just moved this past weekend. It was just a last, last minute thing, just... Yeah, I mean, I can go ahead and update it. What does it need to be? It is, uh, 4485 County Road 1212, and that's still in, I believe, Vine Mont, Alabama 35179. Okay. Um, so I'm looking at your enrollment, and I don't see that the coverage is currently active. Well, uh, it's supposed to be because it came out of my paycheck last Friday. Yeah, I don't- Or, or- ... see a deduction from last Friday. Or, or it's coming up, it came off this, this paycheck, I just got, I get paid on Thursday mornings, and I noticed it came out of this paycheck. Okay. So whenever you see a deduction on your check, it, it provides coverage for the following week, so the coverage wouldn't be active until Monday of next week. Okay. Is there any way I could still get a copy of the insurance card so I could go ahead and give them to my doctor, so the receptionist can go ahead and put it in the system? Well, the thing with that is this ID cards and policy information is not even made until the coverage becomes active. Oh, okay. So I'll have to call back Monday? Um, I would say call us back Thursday or Friday of next week 'cause it'll take us 72 business hours to have access to those ID cards. It takes some time for them to make them, um, so if you- Okay. ... want to call back Thursday or Friday of next week, we should be able to download them and email them to you. Okay. Yes, sir. All right. Thank you, ma'am. You're welcome. You have a wonderful day. You take... Okay.

Conversation Format

Speaker speaker_0: Your call may be monitored or-

Speaker speaker_1: Hello.

Speaker speaker_1: Hello?

Speaker speaker_2: Thank you for calling Benefits On The Card. This is Victoria. How can I help you?

Speaker speaker_1: Yes, ma'am. I was calling, uh, to see, I talked to a lady last week, and she told me if I needed, uh, if I needed to, y'all could email me a copy of my insurance cards 'cause I haven't got them in the mail yet, and I got a doctor's appointment in the mor- tomorrow.

Speaker speaker_2: Okay. What's the name of the agency you work for?

Speaker speaker_1: Surge Staffing.

Speaker speaker_2: And the last four of your Social?

Speaker speaker_1: 0143.

Speaker speaker_2: Okay. And your first and last name?

Speaker speaker_1: Anthony Anderson.

Speaker speaker_2: All right. Do you mind verifying your address and date of birth?

Speaker speaker_1: I don't. My date of birth is 3/8/'87, and my address is 790 County Road 1216. That's in Vineland, Alabama, zip code 35179.

Speaker speaker_2: Phone number 256-673-5227?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: All right. And then email is gonna be, uh, darylanderso930@gmail.com?

Speaker speaker_1: Yes, ma'am. Uh, when I first filled my insurance out, I put my address down but we recently just moved this past weekend, uh, I didn't know if I needed to update that address.

Speaker speaker_2: Is it no longer 790 County Road?

Speaker speaker_3: No.

Speaker speaker_1: Uh, no, ma'am. We just moved this past weekend. It was just a last, last minute thing, just...

Speaker speaker_2: Yeah, I mean, I can go ahead and update it. What does it need to be?

Speaker speaker_1: It is, uh, 4485 County Road 1212, and that's still in, I believe, Vine Mont, Alabama 35179.

Speaker speaker_2: Okay. Um, so I'm looking at your enrollment, and I don't see that the coverage is currently active.

Speaker speaker_1: Well, uh, it's supposed to be because it came out of my paycheck last Friday.

Speaker speaker_2: Yeah, I don't-

Speaker speaker_1: Or, or-

Speaker speaker_2: ... see a deduction from last Friday.

Speaker speaker_1: Or, or it's coming up, it came off this, this paycheck, I just got, I get paid on Thursday mornings, and I noticed it came out of this paycheck.

Speaker speaker_2: Okay. So whenever you see a deduction on your check, it, it provides coverage for the following week, so the coverage wouldn't be active until Monday of next week.

Speaker speaker_1: Okay. Is there any way I could still get a copy of the insurance card so I could go ahead and give them to my doctor, so the receptionist can go ahead and put it in the system?

Speaker speaker_2: Well, the thing with that is this ID cards and policy information is not even made until the coverage becomes active.

Speaker speaker_1: Oh, okay. So I'll have to call back Monday?

Speaker speaker_2: Um, I would say call us back Thursday or Friday of next week 'cause it'll take us 72 business hours to have access to those ID cards. It takes some time for them to make them, um, so if you-

Speaker speaker_1: Okay.

Speaker speaker_2: ... want to call back Thursday or Friday of next week, we should be able to download them and email them to you.

Speaker speaker_1: Okay.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. Thank you, ma'am.

Speaker speaker_2: You're welcome. You have a wonderful day.

Speaker speaker_1: You take... Okay.