

Transcript: VICTORIA

Taylor-6108570764099584-5455798767108096

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. Good afternoon. My name is, uh, Xander Three Delgado and I got a question for you. Okay. Uh, I work for SST. My question is about my insurance. Do I have insurance? I don't know. From SST. I'll have to pull up your file. Let me- Yeah, can you pull it- 'cause I know they, they're sticking it out, uh, insurance, uh, about two weeks ago but this payday, they don't stick it out. I don't understand. Okay. What's the last four of your social? 2693. Okay. Uh, do you mind verifying your address and date of birth? Okay. Uh, address is 676 Yuma Traples. It's in Henderson, Nevada 89011. Date of birth, November 25, 1976. Okay. Um, let's see. Okay, so the address, it's 676 and then what was the name of the street? Yuma Traples. Okay. Gotcha. That's, um... And that's in Henderson, Nevada 89011. 9011. Yes. Okay. Phone number 310-760-6414? 414. Correct. Okay. Give me just one second. I don't see that you're enrolled into anything on my end. That's uh, I, I don't have insurance right now? Because I, I, I got the card about, uh, what two months ago, one, one and a half months ago and they're s- sticking it out, you know. Uh... Okay, sir. So we just started administering medical insurance from Superior Trade Skills. Oh. So h- okay. Yeah, so we are- So I have to enroll again? No, not necessarily. So give me one second. Just I want to make sure I have insurance if my wife needs to go to the doctor or... Yeah, because I'm seeing on your file, there's a declination but there is also a, a future pending enrollment. It just hasn't become active yet. Hmm. So I'm going to have to- So I don't have insurance? No, you do not have insurance with us currently. Like I said, we just started administering c- uh, medical insurance for your employer. So it is very well possible that you still have coverage but with the previous insurance carrier. We just started doing insurance for your employer. So now, I do see some con- conflicting information on your file. I want to make sure I get the correct... I, I want to make sure I get everything correct on my end. Yeah, uh-huh. So are you wanting coverage with us? Okay. Um, yeah, if I don't have insurance, I have, I have none. Okay. So what I see on your file is that you requested the VIP Classic and the MEC for you and your family. Is that, are those the two plans that you were wanting? The, my wife filled that out. If, if she did like that, how much, do you know how much is it a week? To take that out on that one. So th- those two plans, the VIP Classic and the MEC for employee plus family is \$83.42 a week. Okay. What happened before it used to be six or seven? Sir, we, a- again, we just started. We are the new benefits for your employer. Oh, oh. So you guys thought out more. Okay. We are a completely different company than who your employer had before. Okay. Okay. So that is why the pricing and the coverage may be different. What employer do, what employer do I have before, is that the SST? S- uh, okay. Because I'm still working for SST. Yes, sir. I'm not saying... Okay. Superior Skill Trade is the name of the agency. Yes. Correct. Okay. I- is that correct? Is that your employer, the Superior Skill Trade? Yes. Right now, yes. Uh-huh. They are a new client

of ours. We are now administering the medical insurance they offer. We have not always administered it. They are a new client of ours. Does that make sense? Okay. Yes. That'll be, yeah. Okay. So whoever- So I have to enroll, right? I'm... Right. So I am going to figure out what's going on with your file because I see that there's a declination where you decline coverage and I also see there's a pending enrollment for you, so I am going ha- going to have to investigate that for you and see what's going on with that. Okay. Mm-hmm. Okay. So whoever administered the medical insurance with Superior Skilled Trades, that is a different company. Whoever you had coverage with before is different than us. Mm-hmm. So I just want to reiterate that we are now doing the benefits for your employer going forward. Okay. So it is going to be different coverage and it is going to cost different than what you are used to because your employer- I see. ... has switched to us. Okay. Okay. Okay. So now back to the issue with your file. Like I said, I see that there is a declination where you declined coverage, but I also see a pending enrollment. So to verify, the pending enrollment, what y- it is showing you are pending for is the VIP Classic and the MEC medical plans for you and your family. Is that what you're wanting to enroll into, those specific plans? Yes. I want it the same way, like, you know... the same way- Okay. ... like the one that I used to have. Okay. It's not going to be the same that you used to have. That's what I'm trying to explain to you because we are a different company than what you used to have. Okay. To be, to be honest with you, ma'am, my, my, my wife she's the source, uh, source for the insurance, for the health insurance. I don't know about anything about it. Yeah. So whatever she gets- Yeah. 'Cause I'm seeing that someone went online and declined coverage. Mm-hmm. But it also looks like- That's my wife. She keeps- So it looks like whoever went online canceled the future enrollment and then declined the coverage. So I'm trying to figure out... What about if you talk to my wife? You think that's help- 'Cause the last time, she called you guys and you don't wanna help her because, uh, you know. I, I need this information from you. Okay. So I s- I see... I see where you called us and you actually spoke to me last and you gave us permission to speak with your wife. But I specifically- Uh-huh. ... told you when it comes to enrolling into coverage, we have to speak to you directly. So if you- Okay. ... can just tell me what plans you were s- wanting to enroll into, I can go ahead and fix this issue. Okay. Okay. Uh, what plan though, uh, do you have? I don't know. What should I do? Um- So I cannot make- ... I don't have- ... any suggestions but I can go over the different plans with you. Okay. Okay? I'm gonna go over each one individually. Okay. Okay. So the first plan that we offer is the Stay Healthy MEC. This plan covers your preventative services only. That is things like your yearly physicals, your vaccinations and your preventative screenings. It does cover that at 100%, however, you do have to stay within the network. Okay. Now that is all that the Stay Healthy MEC is going to cover, is your preventative services. Okay. Then we have the Hospital Indemnity Plans, the VIP Classic and the VIP Pro. Okay. Neither one of these plans are gonna cover your preventative care like the Stay Healthy does, but they do provide- Okay. ... coverage for things like being admitted to the hospital, having to go to the emergency room, urgent care, physician's office. So there's coverage for things like that. Now, the only difference between the VIP Classic and the VIP Pro is that the VIP Classic... or I'm sorry, the VIP Pro pays a little bit more towards your hospitalization benefits than the VIP Classic. Okay. But... Okay. Uh, do you... How much is that weekly fee? Do you know if I pick that up? Yes. I can tell you- So- ... the weekly prices. Now, are... Tell me, before I go there- Okay. ... who are you wanting to cover? Are you wanting the coverage for just yourself, for you and your

spouse- No. ... you, you and your children- It has to be- ... or the whole family? My, my wife, my daughter and me. We're just three people. Okay. It's just me, my wife- Okay. So for- ... and my daughter. ... the family. All right. The family. Yeah. So the Stay Healthy MEC for family is \$25.84 a week. Again, that is just for your preventative care. That's for family? Then the Hospital... Yes. The Stay Healthy- \$25. Okay. ... MEC medical plan that covers your preventative care for the family, it is \$25.84 a week. Okay. You said the VIP- The Hospital Indemnity Plan- Classic. I'm sorry? The... You said the Classic and the Pro? How much is this a weekly? Yes, sir. I was about to, to tell you that. The VIP Classic for am- the family would be \$57.58 a week. Okay. The VIP Pro is \$116.36 a week. Okay. So I see you- That's it? ... what... who, what... oh. That's all my choices? Those are your three choices for medical. Yes, sir. Okay. I, I, I, I, I go on the number two, the VIP Classic. Okay. So the VIP Classic for you and your family. Yeah. Now are you wanting to enroll into anything else? No, that'll do it. Okay give me one second. Okay. Now I'm gonna need to list- I'm sorry, ma'am. No, you're fine. Okay. My, my, my English is not really good, not my wife's, but, you know, I'm trying to understand how she's doing, you know. You're okay. Understand these things. I understand. My English is not r- This is my, my third language. Okay. Yes. All right. So now I'm going to ask for your, uh, spouse, your wife and your child's- Okay. ... information. Okay? Okay. What is your wife's name? Her name is Jessica DiaDelgada. J-E-S-S-I-C-A. And then same last name? Yes, same last name. Yes. One second. And what is her date of birth? Uh, October 27, 1975. 1975, yes. What was the year? 1975. Okay. And what is her full social? Oh, I don't have that. Uh, uh... That's fine. I don't have it with me. Okay, that's fine. What I'm gonna do- Okay. ... is I'm gonna put all s- all zeros for her social, okay? Okay. Now what I need you to do is just call us back when you have the social and then we can edit it and put in her social. Okay. Okay. I have to call you, not, not my wife? Sh- she can call us. Is that an- That's fine. Okay. Yes. Since- Okay. If she understands- ... we already got you enrolled. Yeah. Okay. Yeah, the only reason why I had to t- The only reason why we have to talk to you is when it comes to getting you enrolled or making changes- Oh. ... to your enrollment. Okay. Okay, but this isn't necessary. But since we're en- I understand. Okay. I understand, sir. Going forward, since she is already enrolled, she can call us back and there should be no issue. Okay. Oh, that's good. Okay. She can ask question now? Well, sh- she was able to ask questions before when you gave us permission to speak with her. Remember, the last time- But she, she asked- ... I spoke with you and- Yeah, but she told me, she called you guys and she, she... And the, the lady who helped her, she doesn't wanna help her at all because she's not, you know. Well, sir- They wanna talk to me. I didn't understand. Okay, sir, I- Yeah, the last time I spoke to you about the permission. Yes, you spoke to me the last time you called us, which was last Friday and you gave us verbal permission to speak with her. So we- Yeah. ... made a note on the file but I do not see where she called us back after you gave us verbal permission. Y- yes, she did call you guys. Okay. She did call you guys to ask us for permission and- I, I just don't see any notes of that. ... and nobody, and the, the, the lady who helped her don't wanna answer all the questions. She said it's, it's not, uh, it's not the primary or something on the card. Okay. Well, like I said, I just don't see any notes where she tried to call us back. But a- again, either way, going forward, she should have no issue. Okay. Okay. As long as she's not trying to change or cancel the enrollment- Okay. ... we should be able to talk to her. Okay. Now let me get your child listed. What is your child's name? Um, my daughter's name is, uh, Gerina with a G. G-E-R-I-N-A. The same last name. And her date of birth? That's, uh, March 9, 2000. Okay,

and I'm assuming you don't have her social either? Yes. Yes, I don't have it. Uh, right now I'm- Okay. ... I'm in Reno, Nevada and my wife is in Las Vegas at my home being sold. She got all the things we need. Okay, that's fine. She can call us back and we can add that information. Okay. Just make sure to tell your wife that when she calls us back, to tell them that she is on the policy. Okay. And she should have no issues speaking to us. Okay. I understand. Good. Yes. Okay. So a couple things before I let you go. Okay. The enrollment does take about one to two weeks to be processed through your payroll. Okay. You may see- Okay. I understand. ... one to two more payro- R- I'm sorry. It takes about one to two weeks to be processed through payroll. Okay. Um, you may not see the first payroll deduction until two weeks from now. Once you do- Okay. ... coverage will start the following Monday. Okay. Once the coverage is active, your ID cards are then made and sent to you within seven to ten business days. Oh, okay. Okay. Yes, sir. Did you need help with anything else? Oh, that, that'll do it, Victoria. Okay. Thank you. You have a wonderful day. I appreciate it. Yeah, you too. You're welcome. Good. Bye-bye. Bye-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: Hi, Victoria. Good afternoon. My name is, uh, Xander Three Delgado and I got a question for you.

Speaker speaker_0: Okay.

Speaker speaker_1: Uh, I work for SST. My question is about my insurance. Do I have insurance?

Speaker speaker_0: I don't know.

Speaker speaker_1: From SST.

Speaker speaker_0: I'll have to pull up your file. Let me-

Speaker speaker_1: Yeah, can you pull it- 'cause I know they, they're sticking it out, uh, insurance, uh, about two weeks ago but this payday, they don't stick it out. I don't understand.

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

Speaker speaker_1: 2693.

Speaker speaker_0: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_1: Okay. Uh, address is 676 Yuma Traples. It's in Henderson, Nevada 89011. Date of birth, November 25, 1976.

Speaker speaker_0: Okay. Um, let's see. Okay, so the address, it's 676 and then what was the name of the street?

Speaker speaker_1: Yuma Traples.

Speaker speaker_0: Okay. Gotcha.

Speaker speaker_1: That's, um...

Speaker speaker_0: And that's in Henderson, Nevada 89011.

Speaker speaker_1: 9011. Yes.

Speaker speaker_0: Okay. Phone number 310-760-6414?

Speaker speaker_1: 414. Correct.

Speaker speaker_0: Okay. Give me just one second. I don't see that you're enrolled into anything on my end.

Speaker speaker_1: That's uh, I, I don't have insurance right now? Because I, I, I got the card about, uh, what two months ago, one, one and a half months ago and they're s- sticking it out, you know.

Speaker speaker_0: Uh... Okay, sir. So we just started administering medical insurance from Superior Trade Skills.

Speaker speaker_1: Oh. So h- okay.

Speaker speaker_0: Yeah, so we are-

Speaker speaker_1: So I have to enroll again?

Speaker speaker_0: No, not necessarily. So give me one second.

Speaker speaker_1: Just I want to make sure I have insurance if my wife needs to go to the doctor or...

Speaker speaker_0: Yeah, because I'm seeing on your file, there's a declination but there is also a, a future pending enrollment. It just hasn't become active yet.

Speaker speaker_1: Hmm.

Speaker speaker_0: So I'm going to have to-

Speaker speaker_1: So I don't have insurance?

Speaker speaker_0: No, you do not have insurance with us currently. Like I said, we just started administering c- uh, medical insurance for your employer. So it is very well possible that you still have coverage but with the previous insurance carrier. We just started doing insurance for your employer. So now, I do see some con- conflicting information on your file. I want to make sure I get the correct... I, I want to make sure I get everything correct on my end.

Speaker speaker_1: Yeah, uh-huh.

Speaker speaker_0: So are you wanting coverage with us?

Speaker speaker_1: Okay. Um, yeah, if I don't have insurance, I have, I have none.

Speaker speaker_0: Okay. So what I see on your file is that you requested the VIP Classic and the MEC for you and your family. Is that, are those the two plans that you were wanting?

Speaker speaker_1: The, my wife filled that out. If, if she did like that, how much, do you know how much is it a week? To take that out on that one.

Speaker speaker_0: So th- those two plans, the VIP Classic and the MEC for employee plus family is \$83.42 a week.

Speaker speaker_1: Okay. What happened before it used to be six or seven?

Speaker speaker_0: Sir, we, a- again, we just started. We are the new benefits for your employer.

Speaker speaker_1: Oh, oh. So you guys thought out more. Okay.

Speaker speaker_0: We are a completely different company than who your employer had before.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: So that is why the pricing and the coverage may be different.

Speaker speaker_1: What employer do, what employer do I have before, is that the SST?

Speaker speaker_0: S- uh, okay.

Speaker speaker_1: Because I'm still working for SST.

Speaker speaker_0: Yes, sir. I'm not saying... Okay. Superior Skill Trade is the name of the agency.

Speaker speaker_1: Yes.

Speaker speaker_0: Correct.

Speaker speaker_1: Okay.

Speaker speaker_0: I- is that correct? Is that your employer, the Superior Skill Trade?

Speaker speaker_1: Yes. Right now, yes. Uh-huh.

Speaker speaker_0: They are a new client of ours. We are now administering the medical insurance they offer. We have not always administered it. They are a new client of ours. Does that make sense?

Speaker speaker_1: Okay. Yes. That'll be, yeah.

Speaker speaker_0: Okay. So whoever-

Speaker speaker_1: So I have to enroll, right?

Speaker speaker_0: I'm... Right. So I am going to figure out what's going on with your file because I see that there's a declination where you decline coverage and I also see there's a pending enrollment for you, so I am going ha- going to have to investigate that for you and see what's going on with that.

Speaker speaker_1: Okay. Mm-hmm. Okay.

Speaker speaker_0: So whoever administered the medical insurance with Superior Skilled Trades, that is a different company. Whoever you had coverage with before is different than us.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So I just want to reiterate that we are now doing the benefits for your employer going forward.

Speaker speaker_1: Okay.

Speaker speaker_0: So it is going to be different coverage and it is going to cost different than what you are used to because your employer-

Speaker speaker_1: I see.

Speaker speaker_0: ... has switched to us.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay.

Speaker speaker_0: So now back to the issue with your file. Like I said, I see that there is a declination where you declined coverage, but I also see a pending enrollment. So to verify, the pending enrollment, what y- it is showing you are pending for is the VIP Classic and the MEC medical plans for you and your family. Is that what you're wanting to enroll into, those specific plans?

Speaker speaker_1: Yes. I want it the same way, like, you know... the same way-

Speaker speaker_0: Okay.

Speaker speaker_1: ... like the one that I used to have.

Speaker speaker_0: Okay. It's not going to be the same that you used to have. That's what I'm trying to explain to you because we are a different company than what you used to have.

Speaker speaker_1: Okay. To be, to be honest with you, ma'am, my, my, my wife she's the source, uh, source for the insurance, for the health insurance. I don't know about anything about it. Yeah. So whatever she gets-

Speaker speaker_0: Yeah. 'Cause I'm seeing that someone went online and declined coverage.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: But it also looks like-

Speaker speaker_1: That's my wife. She keeps-

Speaker speaker_0: So it looks like whoever went online canceled the future enrollment and then declined the coverage. So I'm trying to figure out...

Speaker speaker_1: What about if you talk to my wife? You think that's help- 'Cause the last time, she called you guys and you don't wanna help her because, uh, you know. I, I need this information from you.

Speaker speaker_0: Okay. So I s- I see... I see where you called us and you actually spoke to me last and you gave us permission to speak with your wife. But I specifically-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... told you when it comes to en- enrolling into coverage, we have to speak to you directly. So if you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... can just tell me what plans you were s- wanting to enroll into, I can go ahead and fix this issue.

Speaker speaker_1: Okay. Okay. Uh, what plan though, uh, do you have? I don't know. What should I do? Um-

Speaker speaker_0: So I cannot make-

Speaker speaker_1: ... I don't have-

Speaker speaker_0: ... any suggestions but I can go over the different plans with you.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay? I'm gonna go over each one individually.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: So the first plan that we offer is the Stay Healthy MEC. This plan covers your preventative services only. That is things like your yearly physicals, your vaccinations and your preventative screenings. It does cover that at 100%, however, you do have to stay within the network.

Speaker speaker_1: Okay.

Speaker speaker_0: Now that is all that the Stay Healthy MEC is going to cover, is your preventative services.

Speaker speaker_1: Okay.

Speaker speaker_0: Then we have the Hospital Indemnity Plans, the VIP Classic and the VIP Pro.

Speaker speaker_1: Okay.

Speaker speaker_0: Neither one of these plans are gonna cover your preventative care like the Stay Healthy does, but they do provide-

Speaker speaker_1: Okay.

Speaker speaker_0: ... coverage for things like being admitted to the hospital, having to go to the emergency room, urgent care, physician's office. So there's coverage for things like that. Now, the only difference between the VIP Classic and the VIP Pro is that the VIP Classic... or I'm sorry, the VIP Pro pays a little bit more towards your hospitalization benefits than the VIP Classic.

Speaker speaker_1: Okay. But... Okay. Uh, do you... How much is that weekly fee? Do you know if I pick that up?

Speaker speaker_0: Yes. I can tell you-

Speaker speaker_1: So-

Speaker speaker_0: ... the weekly prices. Now, are... Tell me, before I go there-

Speaker speaker_1: Okay.

Speaker speaker_0: ... who are you wanting to cover? Are you wanting the coverage for just yourself, for you and your spouse-

Speaker speaker_1: No.

Speaker speaker_0: ... you, you and your children-

Speaker speaker_1: It has to be-

Speaker speaker_0: ... or the whole family?

Speaker speaker_1: My, my wife, my daughter and me. We're just three people.

Speaker speaker_0: Okay.

Speaker speaker_1: It's just me, my wife-

Speaker speaker_0: Okay. So for-

Speaker speaker_1: ... and my daughter.

Speaker speaker_0: ... the family. All right.

Speaker speaker_1: The family. Yeah.

Speaker speaker_0: So the Stay Healthy MEC for family is \$25.84 a week. Again, that is just for your preventative care.

Speaker speaker_1: That's for family?

Speaker speaker_0: Then the Hospital... Yes. The Stay Healthy-

Speaker speaker_1: \$25. Okay.

Speaker speaker_0: ... MEC medical plan that covers your preventative care for the family, it is \$25.84 a week.

Speaker speaker_1: Okay. You said the VIP-

Speaker speaker_0: The Hospital Indemnity Plan-

Speaker speaker_1: Classic.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: The... You said the Classic and the Pro? How much is this a weekly?

Speaker speaker_0: Yes, sir. I was about to, to tell you that. The VIP Classic for am- the family would be \$57.58 a week.

Speaker speaker_1: Okay.

Speaker speaker_0: The VIP Pro is \$116.36 a week.

Speaker speaker_1: Okay.

Speaker speaker_0: So I see you-

Speaker speaker_1: That's it?

Speaker speaker_0: ... what... who, what... oh.

Speaker speaker_1: That's all my choices?

Speaker speaker_0: Those are your three choices for medical. Yes, sir.

Speaker speaker_1: Okay. I, I, I, I, I go on the number two, the VIP Classic.

Speaker speaker_0: Okay. So the VIP Classic for you and your family.

Speaker speaker_1: Yeah.

Speaker speaker_0: Now are you wanting to enroll into anything else?

Speaker speaker_1: No, that'll do it.

Speaker speaker_0: Okay give me one second.Okay. Now I'm gonna need to list-

Speaker speaker_1: I'm sorry, ma'am.

Speaker speaker_0: No, you're fine.

Speaker speaker_1: Okay. My, my, my English is not really good, not my wife's, but, you know, I'm trying to understand how she's doing, you know.

Speaker speaker_0: You're okay.

Speaker speaker_1: Understand these things.

Speaker speaker_0: I understand.

Speaker speaker_1: My English is not r- This is my, my third language.

Speaker speaker_0: Okay.

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So now I'm going to ask for your, uh, spouse, your wife and your child's-

Speaker speaker_1: Okay.

Speaker speaker_0: ... information. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: What is your wife's name?

Speaker speaker_1: Her name is Jessica DiaDelgada. J-E-S-S-I-C-A.

Speaker speaker_0: And then same last name?

Speaker speaker_1: Yes, same last name. Yes.

Speaker speaker_0: One second. And what is her date of birth?

Speaker speaker_1: Uh, October 27, 1975. 1975, yes.

Speaker speaker_0: What was the year?

Speaker speaker_1: 1975.

Speaker speaker_0: Okay. And what is her full social?

Speaker speaker_1: Oh, I don't have that. Uh, uh...

Speaker speaker_0: That's fine.

Speaker speaker_1: I don't have it with me.

Speaker speaker_0: Okay, that's fine. What I'm gonna do-

Speaker speaker_1: Okay.

Speaker speaker_0: ... is I'm gonna put all s- all zeros for her social, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Now what I need you to do is just call us back when you have the social and then we can edit it and put in her social.

Speaker speaker_1: Okay. Okay. I have to call you, not, not my wife?

Speaker speaker_0: Sh- she can call us.

Speaker speaker_1: Is that an-

Speaker speaker_0: That's fine.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes. Since-

Speaker speaker_1: Okay. If she understands-

Speaker speaker_0: ... we already got you enrolled.

Speaker speaker_1: Yeah. Okay.

Speaker speaker_0: Yeah, the only reason why I had to t- The only reason why we have to talk to you is when it comes to getting you enrolled or making changes-

Speaker speaker_1: Oh.

Speaker speaker_0: ... to your enrollment.

Speaker speaker_1: Okay. Okay, but this isn't necessary.

Speaker speaker_0: But since we're en- I understand.

Speaker speaker_1: Okay.

Speaker speaker_0: I understand, sir. Going forward, since she is already enrolled, she can call us back and there should be no issue.

Speaker speaker_1: Okay. Oh, that's good. Okay. She can ask question now?

Speaker speaker_0: Well, sh- she was able to ask questions before when you gave us permission to speak with her. Remember, the last time-

Speaker speaker_1: But she, she asked-

Speaker speaker_0: ... I spoke with you and-

Speaker speaker_1: Yeah, but she told me, she called you guys and she, she... And the, the lady who helped her, she doesn't wanna help her at all because she's not, you know.

Speaker speaker_0: Well, sir-

Speaker speaker_1: They wanna talk to me. I didn't understand.

Speaker speaker_0: Okay, sir, I-

Speaker speaker_1: Yeah, the last time I spoke to you about the permission.

Speaker speaker_0: Yes, you spoke to me the last time you called us, which was last Friday and you gave us verbal permission to speak with her. So we-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... made a note on the file but I do not see where she called us back after you gave us verbal permission.

Speaker speaker_1: Y- yes, she did call you guys.

Speaker speaker_0: Okay.

Speaker speaker_1: She did call you guys to ask us for permission and-

Speaker speaker_0: I, I just don't see any notes of that.

Speaker speaker_1: ... and nobody, and the, the, the lady who helped her don't wanna answer all the questions. She said it's, it's not, uh, it's not the primary or something on the card.

Speaker speaker_0: Okay. Well, like I said, I just don't see any notes where she tried to call us back. But a- again, either way, going forward, she should have no issue.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: As long as she's not trying to change or cancel the enrollment-

Speaker speaker_1: Okay.

Speaker speaker_0: ... we should be able to talk to her.

Speaker speaker_1: Okay.

Speaker speaker_0: Now let me get your child listed. What is your child's name?

Speaker speaker_1: Um, my daughter's name is, uh, Gerina with a G. G-E-R-I-N-A. The same last name.

Speaker speaker_0: And her date of birth?

Speaker speaker_1: That's, uh, March 9, 2000.

Speaker speaker_0: Okay, and I'm assuming you don't have her social either?

Speaker speaker_1: Yes. Yes, I don't have it. Uh, right now I'm-

Speaker speaker_0: Okay.

Speaker speaker_1: ... I'm in Reno, Nevada and my wife is in Las Vegas at my home being sold. She got all the things we need.

Speaker speaker_0: Okay, that's fine. She can call us back and we can add that information.

Speaker speaker_1: Okay.

Speaker speaker_0: Just make sure to tell your wife that when she calls us back, to tell them that she is on the policy.

Speaker speaker_1: Okay.

Speaker speaker_0: And she should have no issues speaking to us.

Speaker speaker_1: Okay. I understand. Good. Yes.

Speaker speaker_0: Okay. So a couple things before I let you go.

Speaker speaker_1: Okay.

Speaker speaker_0: The enrollment does take about one to two weeks to be processed through your payroll.

Speaker speaker_1: Okay.

Speaker speaker_0: You may see-

Speaker speaker_1: Okay. I understand.

Speaker speaker_0: ... one to two more payro- R- I'm sorry. It takes about one to two weeks to be processed through payroll.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, you may not see the first payroll deduction until two weeks from now. Once you do-

Speaker speaker_1: Okay.

Speaker speaker_0: ... coverage will start the following Monday.

Speaker speaker_1: Okay.

Speaker speaker_0: Once the coverage is active, your ID cards are then made and sent to you within seven to ten business days.

Speaker speaker_1: Oh, okay. Okay.

Speaker speaker_0: Yes, sir. Did you need help with anything else?

Speaker speaker_1: Oh, that, that'll do it, Victoria.

Speaker speaker_0: Okay.

Speaker speaker_1: Thank you.

Speaker speaker_0: You have a wonderful day.

Speaker speaker_1: I appreciate it. Yeah, you too.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Good. Bye-bye.

Speaker speaker_0: Bye-bye.