Transcript: VICTORIA Taylor-6110499689512960-6182086929334272

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Hey, is this Amy? Yeah, that's me. Hey, this is Victoria with Benefits on a Card. Uh-huh. Just giving you a call back in regards to the, uh, medical insurance that you have with your husband through Innovative Staff Solutions? Yes. Hey. So, um, I was looking at the wrong week, so it looks like we just received a payroll deduction for this week's coverage. Okay. Um, so typically, it takes about 72 business hours to get access to the ID cards once the coverage becomes active, so it just became active today. Okay. Uh, I did still go ahead and reach out and see if we can get a push on those ID cards. Um, so as soon as I get access to those, I will follow back up with you from there. Okay. So I won't have access to having health insurance until then, or...? So technically, your coverage is active. Um, we're just waiting on the policy information. Um, like I said- Okay. ... it typically takes about 72 business hours once it becomes active for us to have access to it. Mm-hmm. Okay. Now, what you can do since the coverage is currently active, you can pay out of pocket for what you need and then later submit a, uh, claim with the insurance carrier. Okay. Um, that is one option. Um, but other than that, like I said, I am still trying to get access to those ID cards. Um, so either way, I will follow up with you once I have access to them. Okay. Yeah, I can't get one of mine, but it's been... because it's $2,000 out of pocket. So yeah, I don't have that kind of money. I understand. Well, as soon as I get access to those ID cards, I will give you a call back. Okay, thank you so much. You're welcome. Have a wonderful day. You too. Bye. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: Hey, is this Amy?

Speaker speaker_2: Yeah, that's me.

Speaker speaker_1: Hey, this is Victoria with Benefits on a Card.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Just giving you a call back in regards to the, uh, medical insurance that you have with your husband through Innovative Staff Solutions?

Speaker speaker_2: Yes.

Speaker speaker_1: Hey. So, um, I was looking at the wrong week, so it looks like we just received a payroll deduction for this week's coverage.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so typically, it takes about 72 business hours to get access to the ID cards once the coverage becomes active, so it just became active today.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, I did still go ahead and reach out and see if we can get a push on those ID cards. Um, so as soon as I get access to those, I will follow back up with you from there.

Speaker speaker_2: Okay. So I won't have access to having health insurance until then, or...?

Speaker speaker_1: So technically, your coverage is active. Um, we're just waiting on the policy information. Um, like I said-

Speaker speaker_2: Okay.

Speaker speaker_1: ... it typically takes about 72 business hours once it becomes active for us to have access to it.

Speaker speaker_2: Mm-hmm. Okay.

Speaker speaker_1: Now, what you can do since the coverage is currently active, you can pay out of pocket for what you need and then later submit a, uh, claim with the insurance carrier.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, that is one option. Um, but other than that, like I said, I am still trying to get access to those ID cards. Um, so either way, I will follow up with you once I have access to them.

Speaker speaker_2: Okay. Yeah, I can't get one of mine, but it's been... because it's $2,000 out of pocket. So yeah, I don't have that kind of money.

Speaker speaker_1: I understand. Well, as soon as I get access to those ID cards, I will give you a call back.

Speaker speaker_2: Okay, thank you so much.

Speaker speaker_1: You're welcome. Have a wonderful day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Thank you. Bye-bye.