

Transcript: VICTORIA

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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? Um, hi. I had signed up, um, and I want to make sure that... Go ahead, buddy... that I, um, I'm not sure if I did it right. I need to make sure I have insurance. Okay. What's the name of the agency you work for? CareBuilders. And the last four of your Social? 3804. Okay. And your first and last name. Mary Dooley. All right. And then if you will just verify your address and date of birth. Sure. It's 2400 Melwood Avenue, Apartment 301, Louisville, Kentucky 4206. And what was the other one? Uh, your date of birth? 01/20/1960. And then phone number 502-228-5360? Correct. And then email is mary, uh, and then J-O-S-A- Josabel. Yeah. At gmail.com? They want it said... Yes, it's maryjosabel@gmail.com. Everybody wants to say Mary Josabel. Gotcha. Um, let's see. So I do see that you're enrolled into dental, vision, the VIP Plus medical plan, and the behavioral health, all being for employee only. Okay, I am. Mm-hmm. Yes, ma'am, you are. Now the coverage is not yet active because we haven't received the first payroll deduction. Um, so whenever you see that deduction being made out of your check, the coverage will start the following Monday. Well, uh, how do I know that they have the correct information and are going to take it out? Well, they do. You're enrolled into coverage. We're just waiting on them to make that first deduction. It, it can take up to two weeks after you enroll before that first deduction is made. Oh. Because I have, I have to have a tooth extracted on Friday. Um... Yeah. I don't see that it's currently active, um, so if you can, I would try to reschedule that appointment because it wouldn't be covered. Um, unfortunately, the thing is I don't have a date of when the coverage will be active because I don't have access to payroll. So I'm not sure when they plan on taking that first deduction. Um, so what you could do is you could reach out to your payroll department and see when they plan on making that first deduction, um, and then like I said, the coverage will start the following Monday of that first deduction. Okay. So I need to call the payroll department? Yes, ma'am, and just ask when they plan on making that first deduction out of your check. Okay. Okay. Yeah. I wish I could wait, but I'm afraid to wait on this tooth. I've been waiting so long to get it pulled. Um... Okay. Yeah, like I said, I just want to make you aware that as of right now, your coverage is not active. Um, and it probably won't be active for this week because the deduction would have had to been made out of last week's check to make this week active. Oh, wow. Um... Shoot. Well, goodness, I don't know what to do. Um, but I'll figure it out. Okay. I appreciate it. I will get in touch with my payroll and make sure they make that deduction this week, and then I'll be good? No, like I said, your coverage is not going to be active at all for this week because the deductions that are made on your check... So like the deduction, if they do make a deduction out of this week's check, it's going to provide coverage for next week, starting on Monday. The 20th. Okay. Mm-hmm. Yeah. Okay. Thank you. Thank you so much. You're

welcome. Yes, ma'am. Oh, oh, one more question. Do you... Will you all be sending cards out? Yes. Um, so once the coverage is active, that's when your policy information and ID cards are made. So it does take about seven to ten business days to get those. Um, the dental and vision are mailed, but the medical is emailed to you. Okay. Okay, thank you. Thank you so much. You're welcome. You have a wonderful day. You too. Bye-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: Um, hi. I had signed up, um, and I want to make sure that... Go ahead, buddy... that I, um, I'm not sure if I did it right. I need to make sure I have insurance.

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

Speaker speaker_2: CareBuilders.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 3804.

Speaker speaker_1: Okay. And your first and last name.

Speaker speaker_2: Mary Dooley.

Speaker speaker_1: All right. And then if you will just verify your address and date of birth.

Speaker speaker_2: Sure. It's 2400 Melwood Avenue, Apartment 301, Louisville, Kentucky 4206. And what was the other one?

Speaker speaker_1: Uh, your date of birth?

Speaker speaker_2: 01/20/1960.

Speaker speaker_1: And then phone number 502-228-5360?

Speaker speaker_2: Correct.

Speaker speaker_1: And then email is mary, uh, and then J-O-S-A-

Speaker speaker_2: Josabel. Yeah.

Speaker speaker_1: At gmail.com?

Speaker speaker_2: They want it said... Yes, it's maryjosabel@gmail.com. Everybody wants to say Mary Josabel.

Speaker speaker_1: Gotcha. Um, let's see. So I do see that you're enrolled into dental, vision, the VIP Plus medical plan, and the behavioral health, all being for employee only.

Speaker speaker_2: Okay, I am.

Speaker speaker_1: Mm-hmm. Yes, ma'am, you are. Now the coverage is not yet active because we haven't received the first payroll deduction. Um, so whenever you see that deduction being made out of your check, the coverage will start the following Monday.

Speaker speaker_2: Well, uh, how do I know that they have the correct information and are going to take it out?

Speaker speaker_1: Well, they do. You're enrolled into coverage. We're just waiting on them to make that first deduction. It, it can take up to two weeks after you enroll before that first deduction is made.

Speaker speaker_2: Oh. Because I have, I have to have a tooth extracted on Friday. Um...

Speaker speaker_1: Yeah. I don't see that it's currently active, um, so if you can, I would try to reschedule that appointment because it wouldn't be covered. Um, unfortunately, the thing is I don't have a date of when the coverage will be active because I don't have access to payroll. So I'm not sure when they plan on taking that first deduction. Um, so what you could do is you could reach out to your payroll department and see when they plan on making that first deduction, um, and then like I said, the coverage will start the following Monday of that first deduction.

Speaker speaker_2: Okay. So I need to call the payroll department?

Speaker speaker_1: Yes, ma'am, and just ask when they plan on making that first deduction out of your check.

Speaker speaker_2: Okay. Okay. Yeah. I wish I could wait, but I'm afraid to wait on this tooth. I've been waiting so long to get it pulled. Um...

Speaker speaker_1: Okay. Yeah, like I said, I just want to make you aware that as of right now, your coverage is not active. Um, and it probably won't be active for this week because the deduction would have had to been made out of last week's check to make this week active.

Speaker speaker_2: Oh, wow. Um... Shoot. Well, goodness, I don't know what to do. Um, but I'll figure it out. Okay. I appreciate it. I will get in touch with my payroll and make sure they make that deduction this week, and then I'll be good?

Speaker speaker_1: No, like I said, your coverage is not going to be active at all for this week because the deductions that are made on your check... So like the deduction, if they do make a deduction out of this week's check, it's going to provide coverage for next week, starting on Monday.

Speaker speaker_2: The 20th. Okay.

Speaker speaker_1: Mm-hmm. Yeah.

Speaker speaker_2: Okay. Thank you. Thank you so much.

Speaker speaker_1: You're welcome. Yes, ma'am.

Speaker speaker_2: Oh, oh, one more question. Do you... Will you all be sending cards out?

Speaker speaker_1: Yes. Um, so once the coverage is active, that's when your policy information and ID cards are made. So it does take about seven to ten business days to get those. Um, the dental and vision are mailed, but the medical is emailed to you.

Speaker speaker_2: Okay. Okay, thank you. Thank you so much.

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

Speaker speaker_2: You too. Bye-bye.