

Transcript: VICTORIA

Taylor-6160014643871744-6314399969624064

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? Hi, Victoria. I'm Tierrica Baker. I'm an employee of HBC Healthcare. I was calling because I got a text saying that I can re-enroll in my previous... What was it? I wanna say my previous benefit. Okay. Um, let me- It read I could re-enroll in my prior benefits. Okay. Let me pull up your file. What's the, uh, last four of your social? 8298. And your first and last name? Tierrica Baker. Gotcha. Do you mind verifying your address and date of birth? My date of birth is 9/20/'87. My address is 190 Harrison Circle. That's Thomasville, Georgia, 31757. And then phone number 229-977-5548, you said? Yes, ma'am. And then email is just first name and last name @yahoo.com? Yes, ma'am. Okay. Just give me one second. Okay. Give me just one second. I'm looking at your file. I'm gonna review it and I will be right back. Okay. All righty. Thank you so much for holding. Um, so the first we'll state, uh, what your previous now, with this reinstatement you have to have exactly what you had last time. So it looks like you had, um, the group accident, then for sports and disability, critical illness, term life, vision, and the plan. Okay. That stands for employee only it looks like as well. All right. So I'm just gonna ask because I know last time my, um, my insurance didn't cover my medication and I'm a diabetic. That's why I was calling to see what difference is it? There is no difference. So with, with reinstating your coverage, you have to reinstate everything that you were previously enrolled into. So it's just- Oh. ... this is just being offered because if you want the coverage again, you can reinstate your previously- Okay. ... your previous policies. Okay. And what, which one... Am I on one now? A different one from that one? No, you're not currently enrolled into anything. Okay. Okay. Because I was asking because if I, when I do enroll, is it a different one I can do that would cover my med- No, ma'am. That's what I'm saying. But... Yeah, so you- So it's nothing new. You cannot... Yeah. You have to have exactly what you had the last time you were enrolled with us. Oh, so we can't change it? No, ma'am. Oh, well, I'm not going to... I'm not going to reinstate nothing. I'll just keep the, um, outside insurance that I have. Okay. Okay. Thank you. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: 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?

Speaker speaker_1: Hi, Victoria. I'm Tierrica Baker. I'm an employee of HBC Healthcare. I was calling because I got a text saying that I can re-enroll in my previous... What was it? I

wanna say my previous benefit.

Speaker speaker_0: Okay. Um, let me-

Speaker speaker_1: It read I could re-enroll in my prior benefits.

Speaker speaker_0: Okay. Let me pull up your file. What's the, uh, last four of your social?

Speaker speaker_1: 8298.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Tierrica Baker.

Speaker speaker_0: Gotcha. Do you mind verifying your address and date of birth?

Speaker speaker_1: My date of birth is 9/20/'87. My address is 190 Harrison Circle. That's Thomasville, Georgia, 31757.

Speaker speaker_0: And then phone number 229-977-5548, you said?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is just first name and last name @yahoo.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Just give me one second. Okay. Give me just one second. I'm looking at your file. I'm gonna review it and I will be right back.

Speaker speaker_1: Okay.

Speaker speaker_0: All righty. Thank you so much for holding. Um, so the first we'll state, uh, what your previous now, with this reinstatement you have to have exactly what you had last time. So it looks like you had, um, the group accident, then for sports and disability, critical illness, term life, vision, and the plan.

Speaker speaker_2: Okay.

Speaker speaker_0: That stands for employee only it looks like as well.

Speaker speaker_2: All right. So I'm just gonna ask because I know last time my, um, my insurance didn't cover my medication and I'm a diabetic. That's why I was calling to see what difference is it?

Speaker speaker_0: There is no difference. So with, with reinstating your coverage, you have to reinstate everything that you were previously enrolled into. So it's just-

Speaker speaker_2: Oh.

Speaker speaker_0: ... this is just being offered because if you want the coverage again, you can reinstate your previously-

Speaker speaker_2: Okay.

Speaker speaker_0: ... your previous policies.

Speaker speaker_2: Okay. And what, which one... Am I on one now? A different one from that one?

Speaker speaker_0: No, you're not currently enrolled into anything.

Speaker speaker_2: Okay. Okay. Because I was asking because if I, when I do enroll, is it a different one I can do that would cover my med-

Speaker speaker_0: No, ma'am. That's what I'm saying.

Speaker speaker_2: But...

Speaker speaker_0: Yeah, so you-

Speaker speaker_2: So it's nothing new.

Speaker speaker_0: You cannot... Yeah. You have to have exactly what you had the last time you were enrolled with us.

Speaker speaker_2: Oh, so we can't change it?

Speaker speaker_0: No, ma'am.

Speaker speaker_2: Oh, well, I'm not going to... I'm not going to reinstate nothing. I'll just keep the, um, outside insurance that I have.

Speaker speaker_0: Okay.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_2: Bye-bye.