

Transcript: VICTORIA

Taylor-6271795364020224-6654678863888384

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hi, I was wondering when I was gonna get my insurance card. Okay. Um, so typically once your coverage becomes active it takes about seven to ten business days to get the ID cards. Do you know if your coverage is active or if you're even enrolled? Yeah. Yeah, it started last week or sometime last week because I've seen it come out of my check, so... Okay, so whenever you see that deduction, the coverage actually starts the following Monday of that first deduction. Okay. Mm-hmm. And then once the coverage is active, which would be the following Monday of your first payroll deduction, ID cards are made and sent to you within seven to ten business days. Okay. Then- Mm-hmm. ... what's the, uh... I was told there's an app for, um... I think it was the FreeRx? I'm not aware of an app but there, there's a website, it's freerx.com. Oh, okay. Yeah. All right. That's all I was wondering. Okay. You have a wonderful- Thank you. ... day. You too. Thank you. Bye-bye. Mm, 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, I was wondering when I was gonna get my insurance card.

Speaker speaker_0: Okay. Um, so typically once your coverage becomes active it takes about seven to ten business days to get the ID cards. Do you know if your coverage is active or if you're even enrolled?

Speaker speaker_1: Yeah. Yeah, it started last week or sometime last week because I've seen it come out of my check, so...

Speaker speaker_0: Okay, so whenever you see that deduction, the coverage actually starts the following Monday of that first deduction.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm. And then once the coverage is active, which would be the following Monday of your first payroll deduction, ID cards are made and sent to you within seven to ten business days.

Speaker speaker_1: Okay. Then-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... what's the, uh... I was told there's an app for, um... I think it was the FreeRx?

Speaker speaker_0: I'm not aware of an app but there, there's a website, it's freerx.com.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: All right. That's all I was wondering.

Speaker speaker_0: Okay. You have a wonderful-

Speaker speaker_1: Thank you.

Speaker speaker_0: ... day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Mm, bye.