

Transcript: VICTORIA

Taylor-6288278032138240-4627001861914624

Full Transcript

Thank you for calling Benefits on the Card, Victoria. How can I help you? Yeah, um, when we redo our benefits for SSI, SFT? Mm-hmm. Um, do... I didn't get an email or I must have got it, lost it or something. Could somebody resend that email to me? Okay, um, what's... Are you with Superior Skill Trades, is that it? Yes, ma'am. Yes, ma'am. Okay, and the last four of your social? Uh, 3968. And your first and last name? Uh, Luis Padilla. Okay. Do you mind verifying your address and date of birth? Yes. Uh, 113 Rooster Way, Del Texas 76537, 011653. And then phone number 512-779-2135? Yes, ma'am. And then email is lplp1024@gmail.com? Yes. Okay. What type of email are you expecting? Well, I thought they said to, to reapply for our benefits. Okay. Um, I mean, I already see that you're pending for enrollment, so it looks like you're pending for the MEC, uh, medical plan, the VIP Classic medical plan, the dental- Yes. ... and the vision for you and- Yes. ... your spouse. Yes. So you're, you're already pending for that. So, um, do I have to do anything, or it, it'll just roll over into a next, uh, enrollment? Yeah, there's nothing that you need to do on your end. Now, I do see that we are missing your spouse's information. Um, so we don't have their name, date of birth or social, which we need in order to add them onto the enrollment. So I can go ahead and- Okay. ... get them listed, if you have that? Okay. What do you need? Their name, date of birth and social. Oh, I'm sorry. It's Beatrice, last name last name Padilla. You need her birthdate? Yes, sir. Oh, 01/10/1953. And then social? Uh, 566-02-2015. Okay. And then just to make sure I spelled the first name correct, it's B-E-A-T-R-I-C-E? Yes, ma'am. Okay. So basically what happens from here, um, is the enrollment will take about one to two weeks to be processed through your payroll. Mm-hmm. Um, once you see the first deduction being made out of your check, the coverage will start the following Monday, which it looks like- Mm-hmm. ... for everything that you enrolled into, it's gonna come out to a total of \$79.69 a week. Mm-hmm. And then once the coverage is active, that's when the ID cards and policy information is made. Um, and it'll take about seven to 10 business days to get that information sent to you. You're gonna want to- Okay. ... keep an eye on your email. Okay. Because the ID card for the VIP Classic will be emailed, and then the ID cards for the MEC vision and dental are mailed to you. Okay, so the card... The only one that's gonna be in the email is the eye? No, so technically you have two different medical plans. The VIP Classic for your- Oh, yes. ... non-preventative services. That is the ID card- Right. ... that is gonna be emailed to you. Right. Now, the rest of them will be mailed. So the ID card for your MEC preventative services and then- Mm-hmm. ... vision and dental will be mailed. Okay. The MEC on... that's a separate billing or do I need to give that information to the doctor or whoever's performing it? Yeah, so when you- Or does it run on the same... Yeah, you get- Oh, I didn't know that. ... you get separate ID cards. Oh, okay. For medical- I didn't know that because, because my wife needs to get a colonoscopy this year, and so she would need that MEC, um, card, right? Yes, which will be mailed to you.

Yes, sir. Do you know when that'll come out? Again, once coverage is active, it's gonna take about seven to 10 business days to get the cards by mail. And that won't be till, what, May something? So I don't have a specific date for you. So again- Okay. ... how it works, that enrollment can take one to two weeks to be processed through payroll. Mm-hmm. So what I would suggest is keep an eye on your pay stubs for the next one to two weeks. Whenever you see- Okay. ... a deduction being made out of your check for the coverage- Oh, I see. ... then coverage will start on that day. And I should... Okay. Okay. So I'm already enrolled in all this so, but I don't have my MEC card. Is there any way to get a copy of it? No, sir. The ID cards and policy information are not made until the coverage is active. Yeah, but I'm already a- I'm already activated on it from last year. No, sir. You're pending for enrollment with us. Hmm. That's strange because I thought you were- Yeah, so your employer sup- your employer, Superior Skill Trades, is a new client of ours. If you already have coverage- Oh, oh- ... it's probably- It's from somebody else. ... with a different company. Correct. Okay, now I understand. Now I understand. Okay. Thank you very much. That was very helpful. Okay. I got you. Yes, sir. All right. Thank you. You're welcome. Have a wonderful day. Okay, bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on the Card, Victoria. How can I help you?

Speaker speaker_1: Yeah, um, when we redo our benefits for SSI, SFT?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, do... I didn't get an email or I must have got it, lost it or something. Could somebody resend that email to me?

Speaker speaker_0: Okay, um, what's... Are you with Superior Skill Trades, is that it?

Speaker speaker_1: Yes, ma'am. Yes, ma'am.

Speaker speaker_0: Okay, and the last four of your social?

Speaker speaker_1: Uh, 3968.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Uh, Luis Padilla.

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

Speaker speaker_1: Yes. Uh, 113 Rooster Way, Del Texas 76537, 011653.

Speaker speaker_0: And then phone number 512-779-2135?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is lplp1024@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. What type of email are you expecting?

Speaker speaker_1: Well, I thought they said to, to reapply for our benefits.

Speaker speaker_0: Okay. Um, I mean, I already see that you're pending for enrollment, so it looks like you're pending for the MEC, uh, medical plan, the VIP Classic medical plan, the dental-

Speaker speaker_1: Yes.

Speaker speaker_0: ... and the vision for you and-

Speaker speaker_1: Yes.

Speaker speaker_0: ... your spouse.

Speaker speaker_1: Yes.

Speaker speaker_0: So you're, you're already pending for that.

Speaker speaker_1: So, um, do I have to do anything, or it, it'll just roll over into a next, uh, enrollment?

Speaker speaker_0: Yeah, there's nothing that you need to do on your end. Now, I do see that we are missing your spouse's information. Um, so we don't have their name, date of birth or social, which we need in order to add them onto the enrollment. So I can go ahead and-

Speaker speaker_1: Okay.

Speaker speaker_0: ... get them listed, if you have that?

Speaker speaker_1: Okay. What do you need?

Speaker speaker_0: Their name, date of birth and social.

Speaker speaker_1: Oh, I'm sorry. It's Beatrice, last name last name Padilla. You need her birthdate?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Oh, 01/10/1953.

Speaker speaker_0: And then social?

Speaker speaker_1: Uh, 566-02-2015.

Speaker speaker_0: Okay. And then just to make sure I spelled the first name correct, it's B-E-A-T-R-I-C-E?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So basically what happens from here, um, is the enrollment will take about one to two weeks to be processed through your payroll.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, once you see the first deduction being made out of your check, the coverage will start the following Monday, which it looks like-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... for everything that you enrolled into, it's gonna come out to a total of \$79.69 a week.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then once the coverage is active, that's when the ID cards and policy information is made. Um, and it'll take about seven to 10 business days to get that information sent to you. You're gonna want to-

Speaker speaker_1: Okay.

Speaker speaker_0: ... keep an eye on your email.

Speaker speaker_1: Okay.

Speaker speaker_0: Because the ID card for the VIP Classic will be emailed, and then the ID cards for the MEC vision and dental are mailed to you.

Speaker speaker_1: Okay, so the card... The only one that's gonna be in the email is the eye?

Speaker speaker_0: No, so technically you have two different medical plans. The VIP Classic for your-

Speaker speaker_1: Oh, yes.

Speaker speaker_0: ... non-preventative services. That is the ID card-

Speaker speaker_1: Right.

Speaker speaker_0: ... that is gonna be emailed to you.

Speaker speaker_1: Right.

Speaker speaker_0: Now, the rest of them will be mailed. So the ID card for your MEC preventative services and then-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... vision and dental will be mailed.

Speaker speaker_1: Okay. The MEC on... that's a separate billing or do I need to give that information to the doctor or whoever's performing it?

Speaker speaker_0: Yeah, so when you-

Speaker speaker_1: Or does it run on the same...

Speaker speaker_0: Yeah, you get-

Speaker speaker_1: Oh, I didn't know that.

Speaker speaker_0: ... you get separate ID cards.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: For medical-

Speaker speaker_1: I didn't know that because, because my wife needs to get a colonoscopy this year, and so she would need that MEC, um, card, right?

Speaker speaker_0: Yes, which will be mailed to you. Yes, sir.

Speaker speaker_1: Do you know when that'll come out?

Speaker speaker_0: Again, once coverage is active, it's gonna take about seven to 10 business days to get the cards by mail.

Speaker speaker_1: And that won't be till, what, May something?

Speaker speaker_0: So I don't have a specific date for you. So again-

Speaker speaker_1: Okay.

Speaker speaker_0: ... how it works, that enrollment can take one to two weeks to be processed through payroll.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So what I would suggest is keep an eye on your pay stubs for the next one to two weeks. Whenever you see-

Speaker speaker_1: Okay.

Speaker speaker_0: ... a deduction being made out of your check for the coverage-

Speaker speaker_1: Oh, I see.

Speaker speaker_0: ... then coverage will start on that day.

Speaker speaker_1: And I should... Okay. Okay. So I'm already enrolled in all this so, but I don't have my MEC card. Is there any way to get a copy of it?

Speaker speaker_0: No, sir. The ID cards and policy information are not made until the coverage is active.

Speaker speaker_1: Yeah, but I'm already a- I'm already activated on it from last year.

Speaker speaker_0: No, sir. You're pending for enrollment with us.

Speaker speaker_1: Hmm. That's strange because I thought you were-

Speaker speaker_0: Yeah, so your employer sup- your employer, Superior Skill Trades, is a new client of ours. If you already have coverage-

Speaker speaker_1: Oh, oh-

Speaker speaker_0: ... it's probably-

Speaker speaker_1: It's from somebody else.

Speaker speaker_0: ... with a different company. Correct.

Speaker speaker_1: Okay, now I understand. Now I understand. Okay. Thank you very much. That was very helpful. Okay. I got you.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome. Have a wonderful day.

Speaker speaker_1: Okay, bye.

Speaker speaker_0: Bye-bye.