

Transcript: VICTORIA

Taylor-6301684460470272-6632652224380928

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? Oh, yes, ma'am, this is Margaret Pointer. I work through Surge and I'm supposed to call this number to make sure my insurance is active. Okay. Uh, what's the last four of your Social? 0269. And your first and last name? Margaret Pointer. Okay. Uh, do you mind verifying your address and date of birth? 1418 McCurdy Avenue, Apartment South, Rainsville, 35986. And my phone number is 477-1602. Okay. What's your date of birth? Oh, I'm sorry, 05/06/1981. No, you're fine. So the address was 1418 McCurdy Avenue, and it should be Apartment South? Uh, McCurdy Avenue South, Apartment 2. Oh, okay. All right, and then phone number is 477-1602? Yes, ma'am. And email's gonna be maggieMae81, uh, hardyman@gmail.com? Yes, ma'am. Okay. So it looks like the enrollment is still pending, uh, so it's not yet active. It would become active the following Monday of your first payroll deduction. Okay. W- do you know when that'll be? Uh, we don't have access to payroll, so I'm not sure. I know it can take about one to two weeks after enrolling for the first one to be made. Okay. So my 30 days is up, so I'm just now enrolling. So it'll be probably another two weeks, right? Well, the 30-day window is just to get enrolled, but once you are enrolled, it takes about one to two weeks for that to be processed through payroll. So it might- Okay. ... be two weeks after enrolling that you, uh, see that first payroll deduction being made. Okay. And is that for health and, uh, prescription? Yeah. It looks like you have the MEC TeleRx, which is a preventative medical plan, so it covers your preventative services at 100% as long as you stay in network. It does also come with a virtual urgent care and then the free Rx prescription plan. Okay. And do y'all send out a card or how do I prove I have insurance? Yes. Once the coverage is active, the ID card is made and sent to you within seven to 10 business days. Okay. Thank you so much. You're welcome. Have a wonderful day.

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: Oh, yes, ma'am, this is Margaret Pointer. I work through Surge and I'm supposed to call this number to make sure my insurance is active.

Speaker speaker_1: Okay. Uh, what's the last four of your Social?

Speaker speaker_2: 0269.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Margaret Pointer.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: 1418 McCurdy Avenue, Apartment South, Rainsville, 35986. And my phone number is 477-1602.

Speaker speaker_1: Okay. What's your date of birth?

Speaker speaker_2: Oh, I'm sorry, 05/06/1981.

Speaker speaker_1: No, you're fine. So the address was 1418 McCurdy Avenue, and it should be Apartment South?

Speaker speaker_2: Uh, McCurdy Avenue South, Apartment 2.

Speaker speaker_1: Oh, okay. All right, and then phone number is 477-1602?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And email's gonna be maggieMae81, uh, hardyman@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So it looks like the enrollment is still pending, uh, so it's not yet active. It would become active the following Monday of your first payroll deduction.

Speaker speaker_2: Okay. W- do you know when that'll be?

Speaker speaker_1: Uh, we don't have access to payroll, so I'm not sure. I know it can take about one to two weeks after enrolling for the first one to be made.

Speaker speaker_2: Okay. So my 30 days is up, so I'm just now enrolling. So it'll be probably another two weeks, right?

Speaker speaker_1: Well, the 30-day window is just to get enrolled, but once you are enrolled, it takes about one to two weeks for that to be processed through payroll. So it might-

Speaker speaker_2: Okay.

Speaker speaker_1: ... be two weeks after enrolling that you, uh, see that first payroll deduction being made.

Speaker speaker_2: Okay. And is that for health and, uh, prescription?

Speaker speaker_1: Yeah. It looks like you have the MEC TeleRx, which is a preventative medical plan, so it covers your preventative services at 100% as long as you stay in network. It does also come with a virtual urgent care and then the free Rx prescription plan.

Speaker speaker_2: Okay. And do y'all send out a card or how do I prove I have insurance?

Speaker speaker_1: Yes. Once the coverage is active, the ID card is made and sent to you within seven to 10 business days.

Speaker speaker_2: Okay. Thank you so much.

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