

## Transcript: VICTORIA

**Taylor-6328766278713344-4994156999524352**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah. Uh, I was, I was recently filling out my benefits with you guys, and then I got a call from you guys to, um, I guess to finish filling them out because I had got into an error when I had like started trying to, uh, s- sign up for the family plan. Okay. Um, what's the name of the agency you work for? Um, Associated Staffing. Okay. And the last four of your Social? 9416. I'm sorry, 94... 16. ... 16? Okay. And your first and last name? Martin Len. Do you mind verifying your address and date of birth? 520 West Omaha Street, and then January 15th, 2003. Okay. So we got two different addresses on file for you, but it should be 520 West Omaha Street. And is that in Miller? Yeah. And 68858 for the ZIP code? Yeah. All right. Phone number is 779-255-2046. Correct. Name at C, last name, 2003 at Gmail. Yep. Okay. Give me just a few seconds. Okay. Yeah. So, it looks like because we were missing your dependent information i-... You were enrolled into everything you selected, but for employee only. Um, so are you wanting to- Okay. ... are you wanting to add on, uh- Well, I was gonna say I wanna actually change it. Uh, I, I wanna just make sure it's just me now. I wanna just do a individual plan. Okay. And it looks like you selected the Vision, the VIP, and the MEC TelRx. Yeah, yeah, yeah. But just make it so it's all individual. Yep, yep. Looks like they just enrolled you into employee only since we were missing that info. Um, did you need help with anything else? All good. No, I was just gonna ask, when do I, uh, my benefit card, like, do I just go pick it up from the agency or do they mail it to me? They mail it. Um, however, like I said, we did have two different addresses on file, so I'm gonna have to fix your address in our systems. Um, it looks like your coverage just became active- What was the other one? Um, let's see. Let me see if I can pull it back up. Uh, 2201 University Drive. Oh, oh. Yeah, yeah, yeah. I was gonna say, yeah, yeah, yeah, that's, that's my new one. If, I, I didn't, I didn't know if you guys already mailed it out. I was gonna say, could you mail it to that one? Okay. So what does your address need to be? Uh, the, the 2201 University Drive. And that's in Kearney? Yeah. Or Kearney? Yeah, whatever one, Kearney, Kearney. Okay. And ZIP code is 68845 for that? Yeah, correct. Okay. Give me one second. I'm just changing it back. Okay. Just to make sure, 68845 for the ZIP code. Yep. Okay. Yeah. All righty. 2201 University Drive. Okay. So I'll go ahead and switch it back to that. Now, it looks like your coverage just became active today, and it typically takes about seven to 10 business days to get your ID cards. Um, the Vision- Okay. ... and the MEC TelRx medical ID card is gonna be mailed, but also keep an eye on your email for the VIP, 'cause that one is typically emailed. Okay. Okay. But you said it is active, so if I did have to go to like, uh, urgent care or something, I could just have them look up the information, and I'll be valid? So, yes, it is currently active as of today. Um, I would advise waiting until you get your ID cards to make things easier, because as of right now, we don't even have access to your policy information. It typically takes about 72 business- Oh, okay. ... hours to get access to the

policy info- Okay. ... after it becomes active. Now, if you do have to use the coverage- Okay. ... 'cause I understand things happen, um, you can have the provider call us. We can verify that the coverage is active and that we're just waiting on the policy information. In that case, you may have to pay out of pocket for the expenses. Just make sure to save the receipt so that you can then later than- uh, submit a claim with the insurance carriers. Okay, okay. I get you. And they reimburse me. I get you that. Yes, sir. So if you can, try and wait- Okay. ... until you get that policy information. But again, if it's something you can't wait on, yes, your coverage is currently active. You may have to pay out of pocket. Just make sure to keep the receipts, and then you can file a claim with the insurance carriers. All right. All right. Well, thank you. Let me know. Okay, I'm gonna try to stay healthy for at least 72 hours and try to get my cards and stuff. But I was wanting to know when it becomes active and all that just so I could start, you know, setting up doctor's appointments. But, okay, thank you. Appreciate it. Yeah. Um, just to let you know, if you wanna try and call us back Thursday or Friday of this week, we should have access to where we can download a digital copy of your ID card, and we can email it to you. Okay. All right. All right, then I'm gonna try to call you back then Friday or Thursday. All righty. Did you need help with anything else? All right. No, there we go. All right. You have a wonderful day. All right. Thank you. Thank you. Bye-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: Yeah. Uh, I was, I was recently filling out my benefits with you guys, and then I got a call from you guys to, um, I guess to finish filling them out because I had got into an error when I had like started trying to, uh, s- sign up for the family plan.

Speaker speaker\_0: Okay. Um, what's the name of the agency you work for?

Speaker speaker\_1: Um, Associated Staffing.

Speaker speaker\_0: Okay. And the last four of your Social?

Speaker speaker\_1: 9416.

Speaker speaker\_0: I'm sorry, 94...

Speaker speaker\_1: 16.

Speaker speaker\_0: ... 16? Okay. And your first and last name?

Speaker speaker\_1: Martin Len.

Speaker speaker\_0: Do you mind verifying your address and date of birth?

Speaker speaker\_1: 520 West Omaha Street, and then January 15th, 2003.

Speaker speaker\_0: Okay. So we got two different addresses on file for you, but it should be 520 West Omaha Street. And is that in Miller?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And 68858 for the ZIP code?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right. Phone number is 779-255-2046.

Speaker speaker\_1: Correct.

Speaker speaker\_0: Name at C, last name, 2003 at Gmail.

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. Give me just a few seconds. Okay. Yeah. So, it looks like because we were missing your dependent information i-... You were enrolled into everything you selected, but for employee only. Um, so are you wanting to-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... are you wanting to add on, uh-

Speaker speaker\_1: Well, I was gonna say I wanna actually change it. Uh, I, I wanna just make sure it's just me now. I wanna just do a individual plan.

Speaker speaker\_0: Okay. And it looks like you selected the Vision, the VIP, and the MEC TelRx.

Speaker speaker\_1: Yeah, yeah, yeah. But just make it so it's all individual.

Speaker speaker\_0: Yep, yep. Looks like they just enrolled you into employee only since we were missing that info. Um, did you need help with anything else?

Speaker speaker\_1: All good. No, I was just gonna ask, when do I, uh, my benefit card, like, do I just go pick it up from the agency or do they mail it to me?

Speaker speaker\_0: They mail it. Um, however, like I said, we did have two different addresses on file, so I'm gonna have to fix your address in our systems. Um, it looks like your coverage just became active-

Speaker speaker\_1: What was the other one?

Speaker speaker\_0: Um, let's see. Let me see if I can pull it back up. Uh, 2201 University Drive.

Speaker speaker\_1: Oh, oh. Yeah, yeah, yeah. I was gonna say, yeah, yeah, yeah, that's, that's my new one. If, I, I didn't, I didn't know if you guys already mailed it out. I was gonna say, could you mail it to that one?

Speaker speaker\_0: Okay. So what does your address need to be?

Speaker speaker\_1: Uh, the, the 2201 University Drive.

Speaker speaker\_0: And that's in Kearney?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Or Kearney?

Speaker speaker\_1: Yeah, whatever one, Kearney, Kearney.

Speaker speaker\_0: Okay. And ZIP code is 68845 for that?

Speaker speaker\_1: Yeah, correct.

Speaker speaker\_0: Okay. Give me one second. I'm just changing it back. Okay. Just to make sure, 68845 for the ZIP code.

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All righty. 2201 University Drive. Okay. So I'll go ahead and switch it back to that. Now, it looks like your coverage just became active today, and it typically takes about seven to 10 business days to get your ID cards. Um, the Vision-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... and the MEC TelRx medical ID card is gonna be mailed, but also keep an eye on your email for the VIP, 'cause that one is typically emailed.

Speaker speaker\_1: Okay. Okay. But you said it is active, so if I did have to go to like, uh, urgent care or something, I could just have them look up the information, and I'll be valid?

Speaker speaker\_0: So, yes, it is currently active as of today. Um, I would advise waiting until you get your ID cards to make things easier, because as of right now, we don't even have access to your policy information. It typically takes about 72 business-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: ... hours to get access to the policy info-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... after it becomes active. Now, if you do have to use the coverage-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... 'cause I understand things happen, um, you can have the provider call us. We can verify that the coverage is active and that we're just waiting on the policy information. In that case, you may have to pay out of pocket for the expenses. Just make sure to save the receipt so that you can then later than- uh, submit a claim with the insurance carriers.

Speaker speaker\_1: Okay, okay. I get you. And they reimburse me. I get you that.

Speaker speaker\_0: Yes, sir. So if you can, try and wait-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... until you get that policy information. But again, if it's something you can't wait on, yes, your coverage is currently active. You may have to pay out of pocket. Just make sure to keep the receipts, and then you can file a claim with the insurance carriers.

Speaker speaker\_1: All right. All right. Well, thank you. Let me know. Okay, I'm gonna try to stay healthy for at least 72 hours and try to get my cards and stuff. But I was wanting to know when it becomes active and all that just so I could start, you know, setting up doctor's appointments. But, okay, thank you. Appreciate it.

Speaker speaker\_0: Yeah. Um, just to let you know, if you wanna try and call us back Thursday or Friday of this week, we should have access to where we can download a digital copy of your ID card, and we can email it to you.

Speaker speaker\_1: Okay. All right. All right, then I'm gonna try to call you back then Friday or Thursday.

Speaker speaker\_0: All righty. Did you need help with anything else?

Speaker speaker\_1: All right. No, there we go.

Speaker speaker\_0: All right. You have a wonderful day.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: Thank you. Bye-bye.