

Transcript: VICTORIA

Taylor-6397514505175040-6307661339869184

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. Um, I'm actually calling because I, I got an email, I think, uh, about a month ago, a couple weeks ago basically asking me to ac- actually no, last... on 4/26 to activate my card, um, to activate my account. But when I click on the link it basically gives me, it says, "Sorry there was an error," and it says to call this number. Okay. Are you calling for, like, medical insurance through your employer or something? Um, yeah. I think I... Well, I think I signed up for it through my employer, um, but I kind of wanted to just get more information on what exactly it does. And, yeah. And also, like, I'm not even sure if I got the card in person, so I just wanted some questions regarding it. Okay. What's the name of the agency you work for? Uh, Creative Circle. And the last four of your Social? 6268. And, uh, what's your first and last name? Chaz Paisley. Okay. Um, do you mind verifying your address and date of birth? Yes. 253C Maple Road, Ballyhodge, New York. July 21st, 1997. And then phone number is 562-4460? Yeah. And then I have your email as, uh, chasp@creatingyourvisions.com? Yep. That's it. Okay. So I see you're enrolled into a couple different things. The Ensure plus Basics, um, Hospital Indemnity Plan, and then you also have dental, term life, and vision, um, all of this being for employee only. Okay. So as far as the, um... as far as the ID cards, you should have received your dental and vision by mail, but the medical ID card is typically emailed to you. Okay. I don't... I, I... so I think, I think this is the vision one. It says Creative Circle on it. Has my employee ID, vision, vision coverage. Um, is, is... would this be it? Uh, I'm not sure what you're looking at. Does it say MetLife on it? Yeah, it says MetLife. Okay. Then yeah, that would be for your vision, and then you should have a separate one for dental and the, um, Hospital Indemnity Medical Plan. So with the dental one, I'm assuming it looks the same, it's... but it just says dental? Um, it's not gonna look the same 'cause it's with a different carrier, but if you don't have those, I can email you digital copies. Yeah, yeah. That would be perfect. Just 'cause I have a, I have a dental one, but I don't... I think this might have been a past insurance thing, so I'm not even sure if this is it. Um, on the dental it should say American Public Life and Carrington on it. Yeah, I, I don't have that. I don't know why. Maybe... I don't know if I somehow misplaced it. Okay, no worries. I will go ahead and look up all your ID cards really quick and I will email them to you. Okay. Sounds good. Give me just a few seconds and I'll be right back. No problem. All righty. Thank you so much for holding. So I just sent those to, uh, your email address. Okay. Let's see. Okay, cool. I got it. Um, so I, I don't... Am I able to ask you, like, the benefits of the dental plan or do I just have to speak to someone else? Um, yeah. I mean, I can answer general questions. Um, basically- Please. ... what I know about the dental plan. Um, it's, it's pretty basic so it's not gonna cover any major dental work, like crowns or orthodontists unfortunately. Mm-hmm. Um, but it does cover, like, your preventative dental work at 100%, and then, um, basic dental work, like fillings and extractions at 80%

once you meet the \$50 deductible. Okay. Fillings and extractions for 50%. And how many... so, like, say an X-ray and, like, a filling? Uh, well, you said filling, so say like an X-r-... Like, what is, what is 100%? What does that count as? I would assume the X-rays would be preventative, but that might be something you want to verify with the actual insurance company, uh, which is American Public Life. Okay. And I can give you their phone number. Uh, yeah. Okay. Actually, it says it... I think it says it here, "For benefit eligibility claim requires call 1-800-256-8606." Yep. That's their phone number. Okay, cool. Thank you. I'll just do that then. All righty. Was there anything else you might need help with? Uh, no. That was it. Thanks. You're welcome. Have a wonderful day. You too. 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, Victoria. Um, I'm actually calling because I, I got an email, I think, uh, about a month ago, a couple weeks ago basically asking me to ac- actually no, last... on 4/26 to activate my card, um, to activate my account. But when I click on the link it basically gives me, it says, "Sorry there was an error," and it says to call this number.

Speaker speaker_0: Okay. Are you calling for, like, medical insurance through your employer or something?

Speaker speaker_1: Um, yeah. I think I... Well, I think I signed up for it through my employer, um, but I kind of wanted to just get more information on what exactly it does. And, yeah. And also, like, I'm not even sure if I got the card in person, so I just wanted some questions regarding it.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Uh, Creative Circle.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 6268.

Speaker speaker_0: And, uh, what's your first and last name?

Speaker speaker_1: Chaz Paisley.

Speaker speaker_0: Okay. Um, do you mind verifying your address and date of birth?

Speaker speaker_1: Yes. 253C Maple Road, Ballyhodge, New York. July 21st, 1997.

Speaker speaker_0: And then phone number is 562-4460?

Speaker speaker_1: Yeah.

Speaker speaker_0: And then I have your email as, uh, chasp@creatingyourvisions.com?

Speaker speaker_1: Yep. That's it.

Speaker speaker_0: Okay. So I see you're enrolled into a couple different things. The Ensure plus Basics, um, Hospital Indemnity Plan, and then you also have dental, term life, and vision, um, all of this being for employee only.

Speaker speaker_1: Okay.

Speaker speaker_0: So as far as the, um... as far as the ID cards, you should have received your dental and vision by mail, but the medical ID card is typically emailed to you.

Speaker speaker_1: Okay. I don't... I, I... so I think, I think this is the vision one. It says Creative Circle on it. Has my employee ID, vision, vision coverage. Um, is, is... would this be it?

Speaker speaker_0: Uh, I'm not sure what you're looking at. Does it say MetLife on it?

Speaker speaker_1: Yeah, it says MetLife.

Speaker speaker_0: Okay. Then yeah, that would be for your vision, and then you should have a separate one for dental and the, um, Hospital Indemnity Medical Plan.

Speaker speaker_1: So with the dental one, I'm assuming it looks the same, it's... but it just says dental?

Speaker speaker_0: Um, it's not gonna look the same 'cause it's with a different carrier, but if you don't have those, I can email you digital copies.

Speaker speaker_1: Yeah, yeah. That would be perfect. Just 'cause I have a, I have a dental one, but I don't... I think this might have been a past insurance thing, so I'm not even sure if this is it.

Speaker speaker_0: Um, on the dental it should say American Public Life and Carrington on it.

Speaker speaker_1: Yeah, I, I don't have that. I don't know why. Maybe... I don't know if I somehow misplaced it.

Speaker speaker_0: Okay, no worries. I will go ahead and look up all your ID cards really quick and I will email them to you.

Speaker speaker_1: Okay. Sounds good.

Speaker speaker_0: Give me just a few seconds and I'll be right back.

Speaker speaker_1: No problem.

Speaker speaker_0: All righty. Thank you so much for holding. So I just sent those to, uh, your email address.

Speaker speaker_1: Okay. Let's see. Okay, cool. I got it. Um, so I, I don't... Am I able to ask you, like, the benefits of the dental plan or do I just have to speak to someone else?

Speaker speaker_0: Um, yeah. I mean, I can answer general questions. Um, basically-

Speaker speaker_1: Please.

Speaker speaker_0: ... what I know about the dental plan. Um, it's, it's pretty basic so it's not gonna cover any major dental work, like crowns or orthodontists unfortunately.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, but it does cover, like, your preventative dental work at 100%, and then, um, basic dental work, like fillings and extractions at 80% once you meet the \$50 deductible.

Speaker speaker_1: Okay. Fillings and extractions for 50%. And how many... so, like, say an X-ray and, like, a filling? Uh, well, you said filling, so say like an X-r... Like, what is, what is 100%? What does that count as?

Speaker speaker_0: I would assume the X-rays would be preventative, but that might be something you want to verify with the actual insurance company, uh, which is American Public Life.

Speaker speaker_1: Okay.

Speaker speaker_0: And I can give you their phone number.

Speaker speaker_1: Uh, yeah. Okay. Actually, it says it... I think it says it here, "For benefit eligibility claim requires call 1-800-256-8606."

Speaker speaker_0: Yep. That's their phone number.

Speaker speaker_1: Okay, cool. Thank you. I'll just do that then.

Speaker speaker_0: All righty. Was there anything else you might need help with?

Speaker speaker_1: Uh, no. That was it. Thanks.

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

Speaker speaker_1: You too. Bye.