

Transcript: VICTORIA

Taylor-6533659094728704-6562034433703936

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. My name's Leslie and I'm calling from the Division of Child Support here in Rapid City, South Dakota. Okay. I'm calling about your guys' response to our qualified medical support order. And I need to find out, 'cause we, you sent us back some of the forms but not all of them, the ones that say the cost for coverage and all that, 'cause I need to, I need that for the child support credit. So what do you need from me on my end? Um, okay. What's, do you have the last four of the member's Social that you're calling on behalf? Yeah. Yep. I can give you that. Hold on a second. It is 7237. So it's, yeah, 7237. And their first and last name? Aspen Clark. And is, was she out or was that just on the back? Okay. Uh, and would you be able to verify the date of birth and address? Yep. Address, I have 1125 South Walnut Street, Apartment 101, Muncie, Indiana, 47302. Her date of birth is 11/2/95. That's her birthday. Okay. And then phone number is 605-503-1167? Can we hear about her phone number? Yeah, can you have that or- Yeah. Yep, 605-503-1167. Okay, give me one second. So you've actually reached the customer service department so we are, we don't typically process the court orders. I'm not sure exactly what it is that you're needing. Well, all I need to know is how much she's paying for coverage and how many people are covered on it. Like if for some reason, like I had to do this last time too, when you guys send us back the forms, they're not sending back all of the forms. 'Cause one of the forms we have specifically asks for this information. It's kind of like they're doing their own form in response to it. So I don't know what's going on with that. But yeah, last time I called she was able to give it to me, um, just the total cost of what she's paying for the plan and how many people, um, it's covering. Okay. And, um, just for documentation purposes, your name is Leslie from the Division of Child Support. Yes. And is, what's the city and state again? Rap- it's Rapid City, South Dakota. Okay. So I see for everything that she is enrolled into, it comes out to a total of \$43.79 a week. Okay. And then I have Malachi Walker listed and Silas Jeroe listed for coverage. Okay, so including her, there's three people total. Yeah, so her and... Yeah. I'm trying to figure out like the cost per person. So 43.79 a week to cover all three of those. And then what is that for? On this form that you guys gave us, it just marks medical and prescription, I guess. Yes, yes. So sh- they do have a medical plan which does cover, does come with prescription coverage. Um, and then dental and vision as well. Dental and vision. Okay. That is all I needed. Thank you for your help. Yes, ma'am. You 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. My name's Leslie and I'm calling from the Division of Child Support here in Rapid City, South Dakota.

Speaker speaker_2: Okay.

Speaker speaker_1: I'm calling about your guys' response to our qualified medical support order. And I need to find out, 'cause we, you sent us back some of the forms but not all of them, the ones that say the cost for coverage and all that, 'cause I need to, I need that for the child support credit. So what do you need from me on my end?

Speaker speaker_0: Um, okay. What's, do you have the last four of the member's Social that you're calling on behalf?

Speaker speaker_1: Yeah. Yep. I can give you that. Hold on a second. It is 7237.

Speaker speaker_3: So it's, yeah, 7237.

Speaker speaker_0: And their first and last name?

Speaker speaker_1: Aspen Clark.

Speaker speaker_3: And is, was she out or was that just on the back?

Speaker speaker_0: Okay. Uh, and would you be able to verify the date of birth and address?

Speaker speaker_1: Yep. Address, I have 1125 South Walnut Street, Apartment 101, Muncie, Indiana, 47302. Her date of birth is 11/2/95.

Speaker speaker_3: That's her birthday.

Speaker speaker_0: Okay. And then phone number is 605-503-1167?

Speaker speaker_1: Can we hear about her phone number?

Speaker speaker_0: Yeah, can you have that or-

Speaker speaker_1: Yeah. Yep, 605-503-1167.

Speaker speaker_0: Okay, give me one second. So you've actually reached the customer service department so we are, we don't typically process the court orders. I'm not sure exactly what it is that you're needing.

Speaker speaker_1: Well, all I need to know is how much she's paying for coverage and how many people are covered on it. Like if for some reason, like I had to do this last time too, when you guys send us back the forms, they're not sending back all of the forms. 'Cause one of the forms we have specifically asks for this information. It's kind of like they're doing their own form in response to it. So I don't know what's going on with that. But yeah, last time I called she was able to give it to me, um, just the total cost of what she's paying for the plan and how many people, um, it's covering.

Speaker speaker_0: Okay. And, um, just for documentation purposes, your name is Leslie from the Division of Child Support.

Speaker speaker_1: Yes.

Speaker speaker_0: And is, what's the city and state again?

Speaker speaker_1: Rap- it's Rapid City, South Dakota.

Speaker speaker_0: Okay. So I see for everything that she is enrolled into, it comes out to a total of \$43.79 a week.

Speaker speaker_1: Okay.

Speaker speaker_0: And then I have Malachi Walker listed and Silas Jeroe listed for coverage.

Speaker speaker_1: Okay, so including her, there's three people total.

Speaker speaker_0: Yeah, so her and... Yeah.

Speaker speaker_1: I'm trying to figure out like the cost per person. So 43.79 a week to cover all three of those. And then what is that for? On this form that you guys gave us, it just marks medical and prescription, I guess.

Speaker speaker_0: Yes, yes. So sh- they do have a medical plan which does cover, does come with prescription coverage. Um, and then dental and vision as well.

Speaker speaker_1: Dental and vision. Okay. That is all I needed. Thank you for your help.

Speaker speaker_0: Yes, ma'am. You have a wonderful day.

Speaker speaker_1: You too. Bye.