

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Yes, I was calling... You know, I was trying to set up a dentist appointment and they were wanting to know, I guess, my member, member ID or either, um, something where they could tell how much y'all covered and what kind of insurance I have. Okay. Uh, what staffing company do you work with? TRC. And the last four of your Social? 5051. And your first and last name? Keywan Mays. Uh, Mr. Mays, could you verify your address and date of birth for me please? It's 86 Mays Road, Cartersville, Georgia 30121. Uh, my date of birth is 9-1-84. Okay. And we have a phone on file for you at 387-1233. Is that correct? No. Uh, 383-0785. 383-0785. Okay. I'll update that. All right. All right. All right, uh, Mr. Mays, it does not look like your coverage is active yet. Uh, we're still waiting on deductions to happen. Once that deduction happens, the policy is effective the following Monday, um, with ID cards usually arriving about a week or two and policy information usually being available within, like, 72 hours. But at this very moment, there is no information available. Yeah, I know they took it out of this past week on my check. I noticed it this past week, but... Yeah, so it look- I don't know. It looks like, um, once, once that gets reported to us then that should become... That should, uh, mean that it's effective next Monday on the 6th. I would say give us a call probably next Wednesday or Thursday. We can, we can check to see if the policy information has been made available at that point, um, to be able to provide that to you. Okay, so what... If I had to go to the dentist, um, and I had to pay out of pocket, would it be covered after the insurance kicked in? I-if, if you go after the insurance kicks in, after the insurance is effective, um, then it's possible that there may be a reimbursement available, but that is completely up to the in- to the insurance company itself. We're just the enrollment admin for TRC, so I wouldn't be able to tell you one way or the other on that. And how would I talk to the insurance company? Um, their, their information would... Uh, their phone number and everything would be on the ID card that we, that we may be able to send you, uh, next week if you give us a call, like I said, about the middle of the week. Um, while I could give you the phone number at this moment, I would not know if they'd be able to assist given that you technically, at this moment, don't have an insurance policy through them. Oh, all right then. All right then, thank you very much. No problem. Anything else? Uh, no. All right. Thanks again for calling and have a good 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 Chris. How can I help you today?

Speaker speaker_2: Yes, I was calling... You know, I was trying to set up a dentist appointment and they were wanting to know, I guess, my member, member ID or either, um, something where they could tell how much y'all covered and what kind of insurance I have.

Speaker speaker_1: Okay. Uh, what staffing company do you work with?

Speaker speaker_2: TRC.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 5051.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Keywan Mays.

Speaker speaker_1: Uh, Mr. Mays, could you verify your address and date of birth for me please?

Speaker speaker_2: It's 86 Mays Road, Cartersville, Georgia 30121. Uh, my date of birth is 9-1-84.

Speaker speaker_1: Okay. And we have a phone on file for you at 387-1233. Is that correct?

Speaker speaker_2: No. Uh, 383-0785.

Speaker speaker_1: 383-0785. Okay. I'll update that.

Speaker speaker_2: All right.

Speaker speaker_1: All right. All right, uh, Mr. Mays, it does not look like your coverage is active yet. Uh, we're still waiting on deductions to happen. Once that deduction happens, the policy is effective the following Monday, um, with ID cards usually arriving about a week or two and policy information usually being available within, like, 72 hours. But at this very moment, there is no information available.

Speaker speaker_2: Yeah, I know they took it out of this past week on my check. I noticed it this past week, but...

Speaker speaker_1: Yeah, so it look-

Speaker speaker_2: I don't know.

Speaker speaker_1: It looks like, um, once, once that gets reported to us then that should become... That should, uh, mean that it's effective next Monday on the 6th. I would say give us a call probably next Wednesday or Thursday. We can, we can check to see if the policy information has been made available at that point, um, to be able to provide that to you.

Speaker speaker_2: Okay, so what... If I had to go to the dentist, um, and I had to pay out of pocket, would it be covered after the insurance kicked in?

Speaker speaker_1: I-If, if you go after the insurance kicks in, after the insurance is effective, um, then it's possible that there may be a reimbursement available, but that is completely up to the in- to the insurance company itself. We're just the enrollment admin for TRC, so I wouldn't be able to tell you one way or the other on that.

Speaker speaker_2: And how would I talk to the insurance company?

Speaker speaker_1: Um, their, their information would... Uh, their phone number and everything would be on the ID card that we, that we may be able to send you, uh, next week if you give us a call, like I said, about the middle of the week. Um, while I could give you the phone number at this moment, I would not know if they'd be able to assist given that you technically, at this moment, don't have an insurance policy through them.

Speaker speaker_2: Oh, all right then. All right then, thank you very much.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: Uh, no.

Speaker speaker_1: All right. Thanks again for calling and have a good day.