

Transcript: Chris Sofield

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Full Transcript

... done with my insurance. Your call may be monitored or recorded for quality assurance purposes. All right. I have safety glasses, safety shoes and all that. I don't need those. Nope. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hello, Mr. Chris. How you doing? I'm doing well. How about yourself? Good. I'm signing up for, uh, insurance through you, through Surge. Okay. And how can I help? My name is Norma Brooks. Need to sign up for the individual thing of vision and dental. Okay. All right. Let me pull your file up, Ms. Brooks. What's the last four of your Social? 8657. Okay. Can you confirm your, uh, address and date of birth for me please? My address is 115 Maple Avenue, Chillicothe, Ohio 45601. My birthday is October the 19th, 1964. Thank you. We have a phone on file of 740-656-2844. Is this correct? That is correct. Okay. One moment. Yeah. 10-45. Mm-hmm. And you said you wanted dental and vision? Correct. Okay. One moment. I can help with that. Okay. Is it just for yourself? Just for myself, please. Got it. All right. So, um, quick question for you. Our system shows, it looks like, uh, you did... you had insurance through Surge a couple of months ago, sometime in February for vision... or sorry, for dental and life insurance it looks like. Um, and then that looks like it had rolled off maybe because there was a gap in assignment. Are you just now recently getting back to work through Surge? That is correct. Yes. Okay. Okay. So, m- for right now, um, I know for a fact that I'd be able to reinstate your dental, but vision- Mm-hmm. ... as a new, uh, as a new enrollment request, as a new plan, I'd have to send to our eligibility team to verify that you're eligible to make that change, um, just because we haven't received any information on any new hire dates, um, since January. Meaning that it look, meaning that it looks like, uh, our system at first glance is stating that you're not eligible to enroll into anything other than what you may have previously had. Um, give us a day or two to review eligibility to see if you can add vision on, and then we'll... and then, uh, we'll get back in touch with you to let you know what we can do moving forward. Okay? Okay. The dental, w- who was that through? Uh, dental is through American Public Life. Okay. You gotta just sit back and listen. All right. So yeah, in the meantime, I can go ahead and at least r- uh, reinstate the dental, but we'll have- Okay. ... to wait on the vi... we'll have to wait for a response back for the, uh, for the vision. Um, did you want to rein- Okay. The- Sorry, go ahead. I want to reinstate... Do, does the, does the dental, do they do the Waverly Dental in Waverly? I wouldn't know, unfortunately. We're just the enrollment admin for Surge. Um, do you- You have a phone number for them? For, uh, for American Public Life? APL. Yes. Uh, let me know when you're ready. I'm ready. 800... Yes. 256... And then you scroll down. Uh-huh. 8606. 8606? Yes, ma'am. Okay. 8606. Okay. Uh, this is, uh... Got it. I'm going to call and make sure they... Go ahead. Uh, I was just gonna ask did you want to verify that the dentist you want to go to is in network before you enroll into anything, then? Oh, okay. That is correct. And then I'll call you back. Okay. Do you have an extension there? Uh, no,

ma'am. Unfortunately, I do not. But your- Just call the number. ... but your file will... Yeah. Your file will be documented, um, showing that you do want dental and vision. And I'm still gonna go ahead and send it to our back office team and have eligibility look into seeing if we can add vision on if you do wish to move forward with this. Okay? And when do we... when will we know this information? Uh, as I stated, these reviews typically take one to two business days. Okay. All right. I'll call you back in three days. That should give you plenty of time. Correct? Uh, we... Three... In three days, that would be Saturday, and we are not open on Saturdays or Sundays. Well, I meant Monday. Okay. Monday. It'll be on Monday. Yeah. So we'll, we'll, we'll give you a contact back when we hear back from them- Oh, okay. ... um, within that, within that timeframe. And, uh, but if- Okay. ... uh, and if we can't reach you for some reason, we'll leave a voice message. We really need to update the opt-in form. All right. Well, thank you. Have a good day. Yep. You as well. Thanks for calling. Bye now. All right. Thank you.

Conversation Format

Speaker speaker_0: ... done with my insurance.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: All right. I have safety glasses, safety shoes and all that. I don't need those. Nope.

Speaker speaker_2: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_0: Hello, Mr. Chris. How you doing?

Speaker speaker_2: I'm doing well. How about yourself?

Speaker speaker_0: Good. I'm signing up for, uh, insurance through you, through Surge.

Speaker speaker_2: Okay. And how can I help?

Speaker speaker_0: My name is Norma Brooks. Need to sign up for the individual thing of vision and dental.

Speaker speaker_2: Okay. All right. Let me pull your file up, Ms. Brooks. What's the last four of your Social?

Speaker speaker_0: 8657.

Speaker speaker_2: Okay. Can you confirm your, uh, address and date of birth for me please?

Speaker speaker_0: My address is 115 Maple Avenue, Chillicothe, Ohio 45601. My birthday is October the 19th, 1964.

Speaker speaker_2: Thank you. We have a phone on file of 740-656-2844. Is this correct?

Speaker speaker_0: That is correct.

Speaker speaker_2: Okay. One moment.

Speaker speaker_3: Yeah. 10-45.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: And you said you wanted dental and vision?

Speaker speaker_0: Correct.

Speaker speaker_2: Okay. One moment.

Speaker speaker_3: I can help with that.

Speaker speaker_0: Okay.

Speaker speaker_2: Is it just for yourself?

Speaker speaker_0: Just for myself, please.

Speaker speaker_2: Got it. All right. So, um, quick question for you. Our system shows, it looks like, uh, you did... you had insurance through Surge a couple of months ago, sometime in February for vision... or sorry, for dental and life insurance it looks like. Um, and then that looks like it had rolled off maybe because there was a gap in assignment. Are you just now recently getting back to work through Surge?

Speaker speaker_0: That is correct. Yes.

Speaker speaker_2: Okay. Okay. So, m- for right now, um, I know for a fact that I'd be able to reinstate your dental, but vision-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... as a new, uh, as a new enrollment request, as a new plan, I'd have to send to our eligibility team to verify that you're eligible to make that change, um, just because we haven't received any information on any new hire dates, um, since January. Meaning that it look, meaning that it looks like, uh, our system at first glance is stating that you're not eligible to enroll into anything other than what you may have previously had. Um, give us a day or two to review eligibility to see if you can add vision on, and then we'll... and then, uh, we'll get back in touch with you to let you know what we can do moving forward. Okay?

Speaker speaker_0: Okay. The dental, w- who was that through?

Speaker speaker_2: Uh, dental is through American Public Life.

Speaker speaker_0: Okay.

Speaker speaker_3: You gotta just sit back and listen.

Speaker speaker_2: All right. So yeah, in the meantime, I can go ahead and at least r- uh, reinstate the dental, but we'll have-

Speaker speaker_0: Okay.

Speaker speaker_2: ... to wait on the vi... we'll have to wait for a response back for the, uh, for the vision. Um, did you want to rein-

Speaker speaker_0: Okay. The-

Speaker speaker_2: Sorry, go ahead.

Speaker speaker_0: I want to reinstate... Do, does the, does the dental, do they do the Waverly Dental in Waverly?

Speaker speaker_2: I wouldn't know, unfortunately. We're just the enrollment admin for Surge. Um, do you-

Speaker speaker_0: You have a phone number for them?

Speaker speaker_2: For, uh, for American Public Life?

Speaker speaker_0: APL.

Speaker speaker_2: Yes. Uh, let me know when you're ready.

Speaker speaker_0: I'm ready.

Speaker speaker_2: 800...

Speaker speaker_0: Yes.

Speaker speaker_2: 256...

Speaker speaker_3: And then you scroll down.

Speaker speaker_0: Uh-huh.

Speaker speaker_2: 8606.

Speaker speaker_0: 8606?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: Okay. 8606.

Speaker speaker_2: Okay. Uh, this is, uh...

Speaker speaker_0: Got it. I'm going to call and make sure they... Go ahead.

Speaker speaker_2: Uh, I was just gonna ask did you want to verify that the dentist you want to go to is in network before you enroll into anything, then?

Speaker speaker_3: Oh, okay.

Speaker speaker_0: That is correct. And then I'll call you back.

Speaker speaker_2: Okay.

Speaker speaker_0: Do you have an extension there?

Speaker speaker_2: Uh, no, ma'am. Unfortunately, I do not. But your-

Speaker speaker_0: Just call the number.

Speaker speaker_2: ... but your file will... Yeah. Your file will be documented, um, showing that you do want dental and vision. And I'm still gonna go ahead and send it to our back office team and have eligibility look into seeing if we can add vision on if you do wish to move forward with this. Okay?

Speaker speaker_0: And when do we... when will we know this information?

Speaker speaker_2: Uh, as I stated, these reviews typically take one to two business days.

Speaker speaker_0: Okay. All right. I'll call you back in three days. That should give you plenty of time. Correct?

Speaker speaker_2: Uh, we... Three... In three days, that would be Saturday, and we are not open on Saturdays or Sundays.

Speaker speaker_0: Well, I meant Monday.

Speaker speaker_2: Okay. Monday.

Speaker speaker_0: It'll be on Monday.

Speaker speaker_2: Yeah. So we'll, we'll, we'll give you a contact back when we hear back from them-

Speaker speaker_0: Oh, okay.

Speaker speaker_2: ... um, within that, within that timeframe. And, uh, but if-

Speaker speaker_0: Okay.

Speaker speaker_2: ... uh, and if we can't reach you for some reason, we'll leave a voice message.

Speaker speaker_3: We really need to update the opt-in form.

Speaker speaker_0: All right. Well, thank you. Have a good day.

Speaker speaker_3: Yep.

Speaker speaker_2: You as well. Thanks for calling. Bye now.

Speaker speaker_3: All right. Thank you.