

## **Transcript: Chris Sofield**

**(deactivated)-4789990357254144-6414443122049024**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hey, um, I was supposed to... I had, um, a call. They told me to call back? Was there any sort of voice message or anything? What? Okay. Okay. So, we are a... Uh, we're a plan administrator for health insurance benefits for staffing companies. Were you looking to enroll- No. ... in any health insurance, sir? Didn't hear you. I'm sorry. Hamilton Riker. Okay. Sorry, again, were you looking to enroll into any health insurance? Yes, sir. Okay. What staffing company do you work with? Here at Hamilton Riker. Hamilton Riker? Okay. Yeah. And then the last four of your Social? 2182. Thank you. Your first and last name? Jacquavius Gray. All right, Mr. Gray. Could you verify your address and your date of birth for me please? 1602... I mean, 1606, Apartment 2, Bear Circle Drive... Bear Circle Drive. Okay. And the rest of it, I need the city, state and zip as well, sir. Two below Mississippi, three... Sorry, the line was cut out. what was the... what was the zip code? 38801. Thank you. And then, please also verify your date of birth. August 28th, 2005, 08-28-2005. All right. And then, we have a phone number on file for you at 662-491-1469. Is that correct? Yes, sir. Okay. All right. Yeah, I do see here, it looks like someone tried to give you a call, uh, to advise that there were a couple of issues with the enrollment form that you filled out. Uh, you selected the... both the Stay Healthy Plan and the Stay Healthy Enhanced Plan, which you're only allowed one of those two plans. And then you had also selected that you wanted all insurance plans for yourself and your family, which is you, spouse and children, but there was no dependent information on the form at all regarding anyone to cover. So, we were trying to, one, verify which medical policy you wanted, and, two, verify who it is that you were trying to cover on the plan. Okay. Um, could you run the plans again? So, you selected the Stay Healthy for preventative care services only, and the Stay Healthy Enhanced, which is preventative care services, as well as things like standard doctor's visits, hospital visits and prescriptions. All right. Can I get that one? Uh, yes, sir. And then the second question is, again, we need to verify who this is for. Is this for just yourself or are you trying to cover any dependents? Me and my wife. Okay. So, you and your wife. No children? No children. Okay. The reason we ask that is because you selected the option which would include children, so we were trying to verify. All right. One moment. All right. So, the plans that you have selected, the Stay Healthy Enhanced along with you also selected dental, vision and virtual primary care. All of these employee and spouses, it's \$90.50 per week. Do you authorize Hamilton Riker to make these deductions? Yes, sir. All right. It's going to take one to two weeks for this to process. Once processing is complete, you'll start seeing those deductions coming out of your checks. The Monday following the first deduction is when policies are effective. ID cards will arrive one to two weeks after that effective date. And then let's go ahead and get your, your spouse's information on here. What's their first and last name? Jacquavius Gray. Zykeria. Zykeria Wilborn. Can you spell that first name for me

please? Hold on. Come talk. Okay. Can she, can she talk? Yeah, that... That's fine. Hi. How are y'all? Good afternoon. Good afternoon, ma'am. Oh, good. So, I just need your... I just need your information to be able to add you on to Mr. Gray's insurance. What is your first and last name? My first name's up here. It'd be Z-Y-K-E-R-I-Y-A. Okay. And then same last name? Last name is W-I-L-B-O-R-N. Okay. What's your Social, ma'am? 587975551. All right. And then your date of birth. October 5th, 2005. Okay. Thank you. That's the only thing he doesn't use it. All right, then. Uh, so... Right, you can go ahead and pass the phone on over to him. Okay. Hello? Yes, sir. All right. So, I've got... I was able to go ahead and get her added on to the policy. Was there anything else I could help you with? Was, was there anything else I could help you with, sir? Yes. I was asking when we'll be able to use this, like, if we go to the doctor? Yeah. Uh, so, as I stated, it takes one to two weeks for enrollments to process. Once processing is complete, you would start seeing those deductions coming out of your checks. The Monday following the first deduction is when the policy becomes effective, with ID cards typically arriving one to two weeks after that effective date. All right. Okay. Thank you. No problem. Anything else? We have nothing else. No, sir. Have a nice day. You as well, sir. Thanks again for calling. Bye now.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker\_1: Hey, um, I was supposed to... I had, um, a call. They told me to call back?

Speaker speaker\_0: Was there any sort of voice message or anything?

Speaker speaker\_1: What? Okay.

Speaker speaker\_0: Okay. So, we are a... Uh, we're a plan administrator for health insurance benefits for staffing companies. Were you looking to enroll-

Speaker speaker\_1: No.

Speaker speaker\_0: ... in any health insurance, sir?

Speaker speaker\_1: Didn't hear you.

Speaker speaker\_2: I'm sorry.

Speaker speaker\_1: Hamilton Riker.

Speaker speaker\_0: Okay. Sorry, again, were you looking to enroll into any health insurance?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay. What staffing company do you work with?

Speaker speaker\_1: Here at Hamilton Riker.

Speaker speaker\_0: Hamilton Riker? Okay.

Speaker speaker\_1: Yeah.

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

Speaker speaker\_1: 2182.

Speaker speaker\_0: Thank you. Your first and last name?

Speaker speaker\_1: Jacquavius Gray.

Speaker speaker\_0: All right, Mr. Gray. Could you verify your address and your date of birth for me please?

Speaker speaker\_1: 1602... I mean, 1606, Apartment 2, Bear Circle Drive... Bear Circle Drive.

Speaker speaker\_0: Okay. And the rest of it, I need the city, state and zip as well, sir.

Speaker speaker\_1: Two below Mississippi, three...

Speaker speaker\_0: Sorry, the line was cut out. what was the... what was the zip code?

Speaker speaker\_1: 38801.

Speaker speaker\_0: Thank you. And then, please also verify your date of birth.

Speaker speaker\_1: August 28th, 2005, 08-28-2005.

Speaker speaker\_0: All right. And then, we have a phone number on file for you at 662-491-1469. Is that correct?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay. All right. Yeah, I do see here, it looks like someone tried to give you a call, uh, to advise that there were a couple of issues with the enrollment form that you filled out. Uh, you selected the... both the Stay Healthy Plan and the Stay Healthy Enhanced Plan, which you're only allowed one of those two plans. And then you had also selected that you wanted all insurance plans for yourself and your family, which is you, spouse and children, but there was no dependent information on the form at all regarding anyone to cover. So, we were trying to, one, verify which medical policy you wanted, and, two, verify who it is that you were trying to cover on the plan.

Speaker speaker\_1: Okay. Um, could you run the plans again?

Speaker speaker\_0: So, you selected the Stay Healthy for preventative care services only, and the Stay Healthy Enhanced, which is preventative care services, as well as things like standard doctor's visits, hospital visits and prescriptions.

Speaker speaker\_1: All right. Can I get that one?

Speaker speaker\_0: Uh, yes, sir. And then the second question is, again, we need to verify who this is for. Is this for just yourself or are you trying to cover any dependents?

Speaker speaker\_1: Me and my wife.

Speaker speaker\_0: Okay. So, you and your wife. No children?

Speaker speaker\_1: No children.

Speaker speaker\_0: Okay. The reason we ask that is because you selected the option which would include children, so we were trying to verify. All right. One moment. All right. So, the plans that you have selected, the Stay Healthy Enhanced along with you also selected dental, vision and virtual primary care. All of these employee and spouses, it's \$90.50 per week. Do you authorize Hamilton Riker to make these deductions?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: All right. It's going to take one to two weeks for this to process. Once processing is complete, you'll start seeing those deductions coming out of your checks. The Monday following the first deduction is when policies are effective. ID cards will arrive one to two weeks after that effective date. And then let's go ahead and get your, your spouse's information on here. What's their first and last name?

Speaker speaker\_1: Jacquavius Gray.

Speaker speaker\_2: Zykeria.

Speaker speaker\_1: Zykeria Wilborn.

Speaker speaker\_0: Can you spell that first name for me please?

Speaker speaker\_2: Hold on.

Speaker speaker\_1: Come talk.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Can she, can she talk?

Speaker speaker\_0: Yeah, that... That's fine.

Speaker speaker\_3: Hi. How are y'all?

Speaker speaker\_0: Good afternoon. Good afternoon, ma'am.

Speaker speaker\_3: Oh, good.

Speaker speaker\_0: So, I just need your... I just need your information to be able to add you on to Mr. Gray's insurance. What is your first and last name?

Speaker speaker\_3: My first name's up here. It'd be Z-Y-K-E-R-I-Y-A.

Speaker speaker\_0: Okay. And then same last name?

Speaker speaker\_3: Last name is W-I-L-B-O-R-N.

Speaker speaker\_0: Okay. What's your Social, ma'am?

Speaker speaker\_3: 587975551.

Speaker speaker\_0: All right. And then your date of birth.

Speaker speaker\_3: October 5th, 2005.

Speaker speaker\_0: Okay. Thank you.

Speaker speaker\_1: That's the only thing he doesn't use it.

Speaker speaker\_0: All right, then. Uh, so... Right, you can go ahead and pass the phone on over to him.

Speaker speaker\_3: Okay.

Speaker speaker\_1: Hello?

Speaker speaker\_0: Yes, sir. All right. So, I've got... I was able to go ahead and get her added on to the policy. Was there anything else I could help you with? Was, was there anything else I could help you with, sir?

Speaker speaker\_1: Yes. I was asking when we'll be able to use this, like, if we go to the doctor?

Speaker speaker\_3: Yeah.

Speaker speaker\_0: Uh, so, as I stated, it takes one to two weeks for enrollments to process. Once processing is complete, you would start seeing those deductions coming out of your checks. The Monday following the first deduction is when the policy becomes effective, with ID cards typically arriving one to two weeks after that effective date.

Speaker speaker\_1: All right.

Speaker speaker\_3: Okay.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: No problem. Anything else?

Speaker speaker\_2: We have nothing else.

Speaker speaker\_1: No, sir. Have a nice day.

Speaker speaker\_0: You as well, sir. Thanks again for calling. Bye now.