

## Transcript: Chris Sofield

(deactivated)-4967418784432128-6196067261005824

### Full Transcript

... they're usually around almost 1,000. But, uh- Thank you for calling Medical Assistance Cards. This is Chris. How can I help you today? Hi, Chris. I'm needing some help, uh, finding out who my vision is going to be through. I've got an appointment coming up with LensPractice, uh, my name's Debbie. Uh, vision is through... Sir? Oh, sorry. Uh, I was just gonna say vision is going to be through MetLife. That, uh, that's the, uh, insurance company for any vision policy that we would sign you up for. All right, MetLife? Yes, ma'am. For vision? Yes, ma'am. All right, who is my other ones? I've got, uh, dental. Dental is going to be through American Public Life. American Public Life? Yes, ma'am. Have I got to pick a provider on there? Uh... I mean, uh, um, doctor? I'm sorry. For, uh, for dental, yeah, you do have to follow the network. Uh, if you go to American Public Life's website, which is ampublic.com, I know at the bottom of that page, there should be a link that will redirect you to a provider search. All right. Amlife.com? Uh, ampublic.com. Ampublic. Okay. I sure appreciate your help this morning. No problem. Anything else? Um, is it going to be in effect for me February the 22nd? Th- That, I'll have to pull your file up to see. Um, one moment. What staffing company do you work with? I work for Wagner Staffing. Wagner. And last four of your Social? 4553. Thank you. And Debbie, what is your, uh, what's the last name? Spinks, S-P-I-N-K-S. Thank you. Please verify your address and date of birth. 1045D High Falls Road, Griffin, Georgia, 30223, 8/13/1974. Thank you. Phone on file, 404-275-2212? Yes, sir. All right. Um, okay. Looks like we're still in the pending process, um, for everything to go into effect. I cannot tell you specifically, um, any effective date for the plan. I can tell you that, um, once you start seeing deductions coming outta your checks, your policy should be effective the following Monday and will be effective as long as you're seeing those deductions. So, uh, best I can tell you right now, just keep an eye on your pay stubs. Once you start seeing the, the money coming outta your check for your insurance, uh, your policy should be effective the following week. Yes, sir. Speaker<[agent]><[en]> All right. Anything else? That's it. All right. Thanks for calling. Have a good day. You too. Bye now.

### Conversation Format

Speaker speaker\_0: ... they're usually around almost 1,000. But, uh-

Speaker speaker\_1: Thank you for calling Medical Assistance Cards. This is Chris. How can I help you today?

Speaker speaker\_0: Hi, Chris. I'm needing some help, uh, finding out who my vision is going to be through. I've got an appointment coming up with LensPractice, uh, my name's Debbie.

Speaker speaker\_1: Uh, vision is through...

Speaker speaker\_0: Sir?

Speaker speaker\_1: Oh, sorry. Uh, I was just gonna say vision is going to be through MetLife. That, uh, that's the, uh, insurance company for any vision policy that we would sign you up for.

Speaker speaker\_0: All right, MetLife?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: For vision?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right, who is my other ones? I've got, uh, dental.

Speaker speaker\_1: Dental is going to be through American Public Life.

Speaker speaker\_0: American Public Life?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Have I got to pick a provider on there?

Speaker speaker\_1: Uh...

Speaker speaker\_0: I mean, uh, um, doctor? I'm sorry.

Speaker speaker\_1: For, uh, for dental, yeah, you do have to follow the network. Uh, if you go to American Public Life's website, which is ampublic.com, I know at the bottom of that page, there should be a link that will redirect you to a provider search.

Speaker speaker\_0: All right. Amlife.com?

Speaker speaker\_1: Uh, ampublic.com.

Speaker speaker\_0: Ampublic. Okay. I sure appreciate your help this morning.

Speaker speaker\_1: No problem. Anything else?

Speaker speaker\_0: Um, is it going to be in effect for me February the 22nd?

Speaker speaker\_1: Th- That, I'll have to pull your file up to see. Um, one moment. What staffing company do you work with?

Speaker speaker\_0: I work for Wagner Staffing.

Speaker speaker\_1: Wagner. And last four of your Social?

Speaker speaker\_0: 4553.

Speaker speaker\_1: Thank you. And Debbie, what is your, uh, what's the last name?

Speaker speaker\_0: Spinks, S-P-I-N-K-S.

Speaker speaker\_1: Thank you. Please verify your address and date of birth.

Speaker speaker\_0: 1045D High Falls Road, Griffin, Georgia, 30223, 8/13/1974.

Speaker speaker\_1: Thank you. Phone on file, 404-275-2212?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: All right. Um, okay. Looks like we're still in the pending process, um, for everything to go into effect. I cannot tell you specifically, um, any effective date for the plan. I can tell you that, um, once you start seeing deductions coming outta your checks, your policy should be effective the following Monday and will be effective as long as you're seeing those deductions. So, uh, best I can tell you right now, just keep an eye on your pay stubs. Once you start seeing the, the money coming outta your check for your insurance, uh, your policy should be effective the following week.

Speaker speaker\_0: Yes, sir. Speaker<|agent|><|en|>

Speaker speaker\_1: All right. Anything else?

Speaker speaker\_0: That's it.

Speaker speaker\_1: All right. Thanks for calling. Have a good day.

Speaker speaker\_0: You too.

Speaker speaker\_1: Bye now.