

Transcript: Chris Sofield (deactivated)-5028940994789376-5300255907594240

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Uh, yes. Um, my husband's Benefit and a Card, I try to get his prescriptions with it and it said it's not... uh, he's not enrolled. Now, I know that out of his check every week, as said in September, is \$17 has been coming out and, for medical, but it's saying we're not enrolled. And I had... the Rx numbers aren't working in the system. They're saying it's not enrolled. He's- Oh, okay. Uh, let me take a look at the file and see what could be going on here. What staffing company does he work with? Integrity Trade Services. And last four of the socials? Uh, four six... hang on. 46367-6743. Thank you. And his first and last name? Kenneth Richardson. And is he available? It doesn't look like we have any authorization to speak with anyone but him at this time. Oh. No, he's on his way home from work though. Okay, yeah- So he should be able to help me. Yeah, just have him... just, just, uh, have him give us a call back when he's free and, uh, we should be able to help him out. Okay, thank you. You're welcome. Have a good day. Um, bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card, this is Chris. How can I help you today?

Speaker speaker_2: Uh, yes. Um, my husband's Benefit and a Card, I try to get his prescriptions with it and it said it's not... uh, he's not enrolled. Now, I know that out of his check every week, as said in September, is \$17 has been coming out and, for medical, but it's saying we're not enrolled. And I had... the Rx numbers aren't working in the system. They're saying it's not enrolled. He's-

Speaker speaker_1: Oh, okay. Uh, let me take a look at the file and see what could be going on here. What staffing company does he work with?

Speaker speaker_2: Integrity Trade Services.

Speaker speaker_1: And last four of the socials?

Speaker speaker_2: Uh, four six... hang on. 46367- 6743.

Speaker speaker_1: Thank you. And his first and last name?

Speaker speaker_2: Kenneth Richardson.

Speaker speaker_1: And is he available? It doesn't look like we have any authorization to speak with anyone but him at this time.

Speaker speaker_2: Oh. No, he's on his way home from work though.

Speaker speaker_1: Okay, yeah-

Speaker speaker_2: So he should be able to help me.

Speaker speaker_1: Yeah, just have him... just, just, uh, have him give us a call back when he's free and, uh, we should be able to help him out.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: Um, bye.