

Transcript: Chris Sofield

(deactivated)-5154605180174336-6094210813444096

Full Transcript

Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Yeah, um, my name is Brian Harden, um, and I called you guys on the 15th of last month to enroll in, uh, medical and dental and vision benefits, and they said that whenever I see it, the money taken out of my check to give you guys a call back so you can send me out the cards. Okay. What staffing company do you work with? Um, Partners Personnel. Okay. Then let's see here. Then yeah, we'll check to see if the information is available yet. Uh, I do know that it's the Monday following us receiving that deduction information is when policies are effective. But let me go ahead and take a look at your file. What's the last four of your Social? 1042. There we go. All right. Mr. Harden, could you verify your address and your date of birth for me? Yeah. 805 Foster Drive, Modesto, California 95351. And my birthday is 11-12-72. Thank you. We have a phone number on file for you at 209-345-1442. Yes. All right, let's see here. And looks like we have an email on file. RLH... Or sorry, rhlg3@yahoo.com. Is that correct? Yes. Okay. Okay. So it looks like while the policy numbers are, for your medical and dental are available, um, the actual ID cards themselves are not yet, uh, fully generated. I can give you the policy information. Uh, just let me know when you're ready to write this down. Okay, I'm ready. All right. So the medical policy number is 2595055. Okay. And then the dental policy number is 29, sorry, 2595057. Okay. Um, both of those plans are through American Public Life and share the same group number, which is 70087. And, uh, what was the name again? American Public Life. Okay. And then your vision card is actually available, so I can send that one to you. Um, so I'm gonna email your vision card to you. Um, you should be receiving your regular, your actual ID card copies within the next week or two. Um, but the email I'm sending- In the mail? ... is gonna have... Yes. But the email I'm sending is gonna have the c- uh, the copies of, or the copy of the vision card as well as the information on how to locate participating providers for all three plans. Okay? Okay. All right. Uh, was there anything else I could help you with? No. Um, no, it's just, uh, when will the other cards be available, do you think? Um, like the, uh, digital copies? I would say give it an, um, give it another day or two. Uh, it does take up to 72 hours for everything to fully generate from them. Uh, so it should, it should be available either tomorrow or Thursday. Okay. But I will actually get hard copies of all, uh, sent to me in the actual, um, regular mail? Yeah, you should. Those should arrive in the next, uh, one to two, uh, the next week or two. If you don't get them by the end of, uh, by the end of, not the next week, but the week after that, give us a call back and we'll, we'll send requests to, to resend any copies that you may not have received yet. Okay. And then when they send the cards in the mail, um, will there be, uh, also, uh, information about the, the, the plans also sent at the same time? I wouldn't... Unfortunately, I wouldn't know if that all comes from the insurance carrier itself. I, I know they send the ID cards. I do not know if they include any other information. Um, but if there is- Okay, so you said the email, uh, will have,

uh, policy information, correct? The... So the email that I'm sending you will have information on how to locate participating providers, how to get, how to find doctors that are part of the network. Um, if you have any questions regarding the policy itself, uh, at least for your d- your medical and your dental, um, I can give you the phone number to, for who to call for that. Let me know when you're ready. Okay, I'm ready. That number is 800- Okay. ... 256- Okay. ... 8606. Okay. Um, I think that'll do it for today then. All right. Uh, was... If that's everything, thanks again for calling and you have a good day. All right. You too. Thank you. You're welcome. Bye now. Bye.

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: Yeah, um, my name is Brian Harden, um, and I called you guys on the 15th of last month to enroll in, uh, medical and dental and vision benefits, and they said that whenever I see it, the money taken out of my check to give you guys a call back so you can send me out the cards.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: Um, Partners Personnel.

Speaker speaker_0: Okay. Then let's see here. Then yeah, we'll check to see if the information is available yet. Uh, I do know that it's the Monday following us receiving that deduction information is when policies are effective. But let me go ahead and take a look at your file. What's the last four of your Social?

Speaker speaker_1: 1042.

Speaker speaker_0: There we go. All right. Mr. Harden, could you verify your address and your date of birth for me?

Speaker speaker_1: Yeah. 805 Foster Drive, Modesto, California 95351. And my birthday is 11-12-72.

Speaker speaker_0: Thank you. We have a phone number on file for you at 209-345-1442.

Speaker speaker_1: Yes.

Speaker speaker_0: All right, let's see here. And looks like we have an email on file. RLH... Or sorry, rhlg3@yahoo.com. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Okay. So it looks like while the policy numbers are, for your medical and dental are available, um, the actual ID cards themselves are not yet, uh, fully generated. I can give you the policy information. Uh, just let me know when you're ready to write this down.

Speaker speaker_1: Okay, I'm ready.

Speaker speaker_0: All right. So the medical policy number is 2595055.

Speaker speaker_1: Okay.

Speaker speaker_0: And then the dental policy number is 29, sorry, 2595057.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, both of those plans are through American Public Life and share the same group number, which is 70087.

Speaker speaker_1: And, uh, what was the name again?

Speaker speaker_0: American Public Life.

Speaker speaker_1: Okay.

Speaker speaker_0: And then your vision card is actually available, so I can send that one to you. Um, so I'm gonna email your vision card to you. Um, you should be receiving your regular, your actual ID card copies within the next week or two. Um, but the email I'm sending-

Speaker speaker_1: In the mail?

Speaker speaker_0: ... is gonna have... Yes. But the email I'm sending is gonna have the c-uh, the copies of, or the copy of the vision card as well as the information on how to locate participating providers for all three plans. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Uh, was there anything else I could help you with?

Speaker speaker_1: No. Um, no, it's just, uh, wh- when will the other cards be available, do you think?

Speaker speaker_0: Um, like the, uh, digital copies? I would say give it an, um, give it another day or two. Uh, it does take up to 72 hours for everything to fully generate from them. Uh, so it should, it should be available either tomorrow or Thursday.

Speaker speaker_1: Okay. But I will actually get hard copies of all, uh, sent to me in the actual, um, regular mail?

Speaker speaker_0: Yeah, you should. Those should arrive in the next, uh, one to two, uh, the next week or two. If you don't get them by the end of, uh, by the end of, not the next week, but the week after that, give us a call back and we'll, we'll send requests to, to resend any copies that you may not have received yet.

Speaker speaker_1: Okay. And then when they send the cards in the mail, um, will there be, uh, also, uh, information about the, the, the plans also sent at the same time?

Speaker speaker_0: I wouldn't... Unfortunately, I wouldn't know if that all comes from the insurance carrier itself. I, I know they send the ID cards. I do not know if they include any other

information. Um, but if there is-

Speaker speaker_1: Okay, so you said the email, uh, will have, uh, policy information, correct?

Speaker speaker_0: The... So the email that I'm sending you will have information on how to locate participating providers, how to get, how to find doctors that are part of the network. Um, if you have any questions regarding the policy itself, uh, at least for your d- your medical and your dental, um, I can give you the phone number to, for who to call for that. Let me know when you're ready.

Speaker speaker_1: Okay, I'm ready.

Speaker speaker_0: That number is 800-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 256-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 8606.

Speaker speaker_1: Okay. Um, I think that'll do it for today then.

Speaker speaker_0: All right. Uh, was... If that's everything, thanks again for calling and you have a good day.

Speaker speaker_1: All right. You too. Thank you.

Speaker speaker_0: You're welcome. Bye now.

Speaker speaker_1: Bye.