

Transcript: Chris Sofield

(deactivated)-5196039625588736-5095734553559040

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Hi, Chris. My name is Keyonta Ingram-Phillips. Um, I wanted to add my kids onto my, uh, insurance, my benefits. Okay, what staffing company do you work with? ATC. 1980- And the last- ATC. Okay, and the last four of your social? 6025. Okay. Um, Miss Ingram, could you verify your address and your date of birth for me, please? Yes. 513 Wallace Street, Chicago Heights, Illinois, 60411. Um, date of birth, April 8th, 1978. Thank you. Phone on file, we have a 708-262-3978. Is that correct? Yes. Okay. All right, yeah, I do show medical, dental and vision is currently at employee and spouse. We wanna go ahead and put those all at employee and family. Right. Okay. All right. That brings your total weekly deductions up to \$123... deductions. Okay, so do that include the kids with dental and vision? Yes. Okay. All right, let's see here. All right, and then how many children are you adding? Two. Two. All right, what's the first one's name? Anthony Phillips. Do you by chance have his social? Hold on, I can get it. Okay. Phillips. There he is. Hi. Wow. Okay, it's... Wait a minute. Let's count on. Go back. Hello? Yes, ma'am. Yeah, so it's 337-11-1873. Hello? Uh, hello, ma'am. Are you there? Yes. Okay. Um, I got everything except, I believe, the last four numbers. 1873. Okay, thank you. And then what's Anthony's date of birth? 12/18/2010. Okay. All right, and then the second child's name? Akayla, A-K-A-Y-L-A. Phillips, P-H-I-L-L-I-P-S. Right, and then her social? Hold on. 650-85-73-67. Thank you, and then her date of birth? June 2nd, 2014. All right. All right, I've got them added on there. Now it's gonna take... L- let's see here. All right, so changes will go into effect no sooner than January 6th. So about a week or two before then, you should see your deductions increase to that \$123.87. Um, once- Okay. ... that happens, your, uh, your coverages will have changed to include the children on January 6th. And about a week or two after that, you should receive new ID cards showing that it is now employee and family coverage. Okay. So they could keep their same doctors, correct? It's not a full... S- sorry, the line cut out a little bit there. What was that? So they can keep their same doctors, correct? Uh, as long as they're part of the MultiPlan network, then your, then your m- medical coverage will- Okay. ... work there. Um, you may want- Okay. ... to check that by going to multiplan.com. All right, thank you. No problem. Anything else? No, that's it. Thanks. You're welcome. Thanks for calling, and have a good day. You too. Bye. Bye now.

Conversation Format

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

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

Speaker speaker_2: Hi, Chris. My name is Keyonta Ingram-Phillips. Um, I wanted to add my kids onto my, uh, insurance, my benefits.

Speaker speaker_1: Okay, what staffing company do you work with?

Speaker speaker_2: ATC. 1980-

Speaker speaker_1: And the last-

Speaker speaker_2: ATC.

Speaker speaker_1: Okay, and the last four of your social?

Speaker speaker_2: 6025.

Speaker speaker_1: Okay. Um, Miss Ingram, could you verify your address and your date of birth for me, please?

Speaker speaker_2: Yes. 513 Wallace Street, Chicago Heights, Illinois, 60411. Um, date of birth, April 8th, 1978.

Speaker speaker_1: Thank you. Phone on file, we have a 708-262-3978. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right, yeah, I do show medical, dental and vision is currently at employee and spouse. We wanna go ahead and put those all at employee and family.

Speaker speaker_2: Right.

Speaker speaker_1: Okay. All right. That brings your total weekly deductions up to \$123... deductions.

Speaker speaker_2: Okay, so do that include the kids with dental and vision?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, let's see here. All right, and then how many children are you adding?

Speaker speaker_2: Two.

Speaker speaker_1: Two. All right, what's the first one's name?

Speaker speaker_2: Anthony Phillips.

Speaker speaker_1: Do you by chance have his social?

Speaker speaker_2: Hold on, I can get it.

Speaker speaker_1: Okay.

Speaker speaker_3: Phillips.

Speaker speaker_2: There he is. Hi. Wow. Okay, it's... Wait a minute. Let's count on. Go back. Hello?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Yeah, so it's 337-11-1873. Hello?

Speaker speaker_1: Uh, hello, ma'am. Are you there?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, I got everything except, I believe, the last four numbers.

Speaker speaker_2: 1873.

Speaker speaker_1: Okay, thank you. And then what's Anthony's date of birth?

Speaker speaker_2: 12/18/2010.

Speaker speaker_1: Okay. All right, and then the second child's name?

Speaker speaker_2: Akayla, A-K-A-Y-L-A. Phillips, P-H-I-L-L-I-P-S.

Speaker speaker_1: Right, and then her social?

Speaker speaker_2: Hold on. 650-85-73-67.

Speaker speaker_1: Thank you, and then her date of birth?

Speaker speaker_2: June 2nd, 2014.

Speaker speaker_1: All right. All right, I've got them added on there. Now it's gonna take... L-let's see here. All right, so changes will go into effect no sooner than January 6th. So about a week or two before then, you should see your deductions increase to that \$123.87. Um, once-

Speaker speaker_2: Okay.

Speaker speaker_1: ... that happens, your, uh, your coverages will have changed to include the children on January 6th. And about a week or two after that, you should receive new ID cards showing that it is now employee and family coverage.

Speaker speaker_2: Okay. So they could keep their same doctors, correct? It's not a full...

Speaker speaker_1: S- sorry, the line cut out a little bit there. What was that?

Speaker speaker_2: So they can keep their same doctors, correct?

Speaker speaker_1: Uh, as long as they're part of the MultiPlan network, then your, then your m- medical coverage will-

Speaker speaker_2: Okay.

Speaker speaker_1: ... work there. Um, you may want-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to check that by going to multiplan.com.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: No, that's it. Thanks.

Speaker speaker_1: You're welcome. Thanks for calling, and have a good day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye now.