

Transcript: Chris Sofield

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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? Hey, Chris. I was calling to see if I could make some changes to my current coverage. Okay. Um, what staffing company do you work with? TRC. TRC? Okay. And last four of your Social? 0212. Okay, one moment. And your first and last name? First name is Francis, last name is Ogoe, Junior is the suffix. All right. All right, uh, Francis, could you verify your address and your date of birth for me please? Address would be, uh, on 670 Sterling Court, Riverdale, Georgia 30274. And the date of birth is February 23rd, 1993. Okay. Yeah, the Riverdale one's the address that we have, so we have that. Um, all right, and then we have a phone on file of 678-972-4755. Uh, 4755. Is that correct? Yes. Okay. All right, one moment. And you said you wanted to make a couple of changes to your insurance? Yeah, I tried to do it online, I don't know if it worked or not. So... Uh, yeah. I was gonna call. We do see... Yeah, we do see here that a, uh, that a change was processed to, looks like drop medical and dental and keep only vision? Uh, is that what you're wanting to do? Yeah. No, I was trying to, uh, drop just the, the, uh, what you call it? Drop the dental and change the medical, but I wasn't given an option to really change the medical. Okay. All right, let me, let me go ahead and cancel this pending enrollment that was set up online and we'll go ahead and make the changes based on what you want to do. So, uh... All right. So you want to drop the, you want to drop the dental, keep the vision. Yes. And change the medical. Now, as far as what you're allowed to do with your medical, you can either downgrade that to employee only or downgrade from the VIP Plus to the VIP Standard. Uh, but those are currently the only, um, those are currently the only changes you're eligible to do with the medical. Uh... Or, or drop it entirely, if, if that's what you're looking to do. All right. No, I just... I wanted to go back to the, uh, the Standard. Okay, so dropping from the VIP Plus to the VIP Standard. Are we keeping it as employee and spouse? Yes. All right. So w- so just to confirm, we're going to have it as VIP Standard and vision for employee and spouse, we're removing dental entirely. Uh, this brings your total weekly deductions down to \$37.85 per week. Do you authorize TRC to make those deductions? Yes. All right. Gonna take about a week or two for those changes to process, so you're still probably gonna see one or two more deductions at the original \$77.72, uh, for the original plan you had selected. Um, but after two weeks at most, it should drop down to that \$37.85. Once you see the first deduction of \$37.85, the Monday after that is when your dental will have canceled and your VIP, your medical, will have downgraded. Uh, you will receive, or I believe you will receive a new ID card for your medical, um, about a week or two after it goes into effect, as it is technically a new plan at that point. All right. All right, sir. Was there anything else I could help with? Uh, no, that's all. Uh, oh, I was gonna ask a question. Is it possible to access these medical, uh, these ID cards online? Um, so I do know that we can, we can pull copies of them and email them to you. Um,

as far as you accessing them, it may be some sort of portal that is through the carrier directly. Um, as we're not, we're not that actual carrier, so, uh, for that you may want to speak with, for your medical, um, American Public Life. And for your vision, um, MetLife. If you need phone numbers for those, I can, I can give you those. Oh, okay. No, that's fine, I've, I've got those numbers. Okay. All right then, uh, was there anything else I could help you with? Uh, no, that'd be all. Thank you very much. Oh, no problem. Thanks again for calling and have a wonderful day. You too. All right, 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: Hey, Chris. I was calling to see if I could make some changes to my current coverage.

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

Speaker speaker_2: TRC.

Speaker speaker_1: TRC? Okay. And last four of your Social?

Speaker speaker_2: 0212.

Speaker speaker_1: Okay, one moment. And your first and last name?

Speaker speaker_2: First name is Francis, last name is Ogoe, Junior is the suffix.

Speaker speaker_1: All right. All right, uh, Francis, could you verify your address and your date of birth for me please?

Speaker speaker_2: Address would be, uh, on 670 Sterling Court, Riverdale, Georgia 30274. And the date of birth is February 23rd, 1993.

Speaker speaker_1: Okay. Yeah, the Riverdale one's the address that we have, so we have that. Um, all right, and then we have a phone on file of 678-972-4755.

Speaker speaker_2: Uh, 4755.

Speaker speaker_1: Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right, one moment. And you said you wanted to make a couple of changes to your insurance?

Speaker speaker_2: Yeah, I tried to do it online, I don't know if it worked or not. So...

Speaker speaker_1: Uh, yeah.

Speaker speaker_2: I was gonna call.

Speaker speaker_1: We do see... Yeah, we do see here that a, uh, that a change was processed to, looks like drop medical and dental and keep only vision? Uh, is that what you're wanting to do?

Speaker speaker_2: Yeah. No, I was trying to, uh, drop just the, the, uh, what you call it? Drop the dental and change the medical, but I wasn't given an option to really change the medical.

Speaker speaker_1: Okay. All right, let me, let me go ahead and cancel this pending enrollment that was set up online and we'll go ahead and make the changes based on what you want to do. So, uh...

Speaker speaker_2: All right.

Speaker speaker_1: So you want to drop the, you want to drop the dental, keep the vision.

Speaker speaker_2: Yes.

Speaker speaker_1: And change the medical. Now, as far as what you're allowed to do with your medical, you can either downgrade that to employee only or downgrade from the VIP Plus to the VIP Standard. Uh, but those are currently the only, um, those are currently the only changes you're eligible to do with the medical.

Speaker speaker_2: Uh...

Speaker speaker_1: Or, or drop it entirely, if, if that's what you're looking to do.

Speaker speaker_2: All right. No, I just... I wanted to go back to the, uh, the Standard.

Speaker speaker_1: Okay, so dropping from the VIP Plus to the VIP Standard. Are we keeping it as employee and spouse?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So w- so just to confirm, we're going to have it as VIP Standard and vision for employee and spouse, we're removing dental entirely. Uh, this brings your total weekly deductions down to \$37.85 per week. Do you authorize TRC to make those deductions?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Gonna take about a week or two for those changes to process, so you're still probably gonna see one or two more deductions at the original \$77.72, uh, for the original plan you had selected. Um, but after two weeks at most, it should drop down to that \$37.85. Once you see the first deduction of \$37.85, the Monday after that is when your dental will have canceled and your VIP, your medical, will have downgraded. Uh, you will receive, or I believe you will receive a new ID card for your medical, um, about a week or two after it goes into effect, as it is technically a new plan at that point.

Speaker speaker_2: All right.

Speaker speaker_1: All right, sir. Was there anything else I could help with?

Speaker speaker_2: Uh, no, that's all. Uh, oh, I was gonna ask a question. Is it possible to access these medical, uh, these ID cards online?

Speaker speaker_1: Um, so I do know that we can, we can pull copies of them and email them to you. Um, as far as you accessing them, it may be some sort of portal that is through the carrier directly. Um, as we're not, we're not that actual carrier, so, uh, for that you may want to speak with, for your medical, um, American Public Life. And for your vision, um, MetLife. If you need phone numbers for those, I can, I can give you those.

Speaker speaker_2: Oh, okay. No, that's fine, I've, I've got those numbers.

Speaker speaker_1: Okay. All right then, uh, was there anything else I could help you with?

Speaker speaker_2: Uh, no, that'd be all. Thank you very much.

Speaker speaker_1: Oh, no problem. Thanks again for calling and have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: All right, bye now.