

Transcript: Chris Sofield (deactivated)-5605407715180544-5131616866222080

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? Yes. I was calling because, um, I needed some information to, um, substantiate some charges on my card, 'cause the new year is coming up and I re-enrolled. But I wanted to make sure I would be able to use the card, and I know I have a couple of claims I need to substantiate, but I can't get on the app. It won't let me log in. Okay. Um, what staffing company do you work with, ma'am? I work with Hacienda HealthCare. Okay. So, I, I, I believe you may have called the wrong place. We are a plan administrator for health insurance enrollment for staffing companies. Oh, okay. Um, I thought this was Beniversal. Um- No. No. Our name- ... or Benefi- Benefits- Our company is- Oh, okay. Yeah. Our na- our company's name is Benefits in a Card. Okay, I'm sorry.

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: Yes. I was calling because, um, I needed some information to, um, substantiate some charges on my card, 'cause the new year is coming up and I re-enrolled. But I wanted to make sure I would be able to use the card, and I know I have a couple of claims I need to substantiate, but I can't get on the app. It won't let me log in.

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

Speaker speaker_2: I work with Hacienda HealthCare.

Speaker speaker_1: Okay. So, I, I, I believe you may have called the wrong place. We are a plan administrator for health insurance enrollment for staffing companies.

Speaker speaker_2: Oh, okay. Um, I thought this was Beniversal. Um-

Speaker speaker_1: No. No. Our name-

Speaker speaker_2: ... or Benefi- Benefits-

Speaker speaker_1: Our company is-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Yeah. Our na- our company's name is Benefits in a Card.

Speaker speaker_2: Okay, I'm sorry.