

Transcript: Chris Sofield

(deactivated)-5679463250477056-4811289902661632

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, um, we work through a temporary agency called WorkSource and they gave us insurance through y'all, and we did not get our medical card. We, we got, uh, vision and dental insurance also, and then cards both came, but the medical card has not come and then we've been paying for over three months now. All right. What, uh, what's the last four of your social? 8216. And your first and last name? Ronnie DeHart. All right. Mr. DeHart, could you verify your address and your date of birth please? Yes. My address is 3507 Clayton Court, Fort Smith, Arkansas 72904. And what else did you want? Your date of birth? 08/08/81. Thank you. Phone number on file o4 479-217-5801. Is that correct? Uh, no, I have a different number. Okay, what's the new number? 479-629-7705. Thank you. And then we have an email on file chaddhart7@gmail.com, is that correct? Yes. Okay. Okay, so what it looks like is that the medical policy that you're enrolled into, the insurance company for that plan sends the default ID card via email. They don't send a physical copy normally. Um, at this point, given when it would have arrived, it's most likely been either accidentally deleted or automatically sent to spam and, and filtered out that way. So, what I can do for you at this point is I can send another copy of that to your email address. Um, this copy will be coming from our email address here, info@benefitstinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. You should be receiving this in just a couple of minutes here, okay? Okay. Was there anything else I could help you with? Yes, I got one more. Um, my girlfriend, she has the same issue. So I'm gonna let her talk to you. Okay. Okay. My name is Jenni- Jennifer Bertram, and I work at WorkSource too, and I never got my health benefit card. Okay. Uh, what's the last four of your social, ma'am? 1952. Okay, one moment. All right, Ms. Bertram, uh, could you verify your address and your date of birth for me please? 3507 Clayton Court, Fort Smith, Arkansas 72904. And then my date of birth is January 6th, 1977. Okay. Oh, now it doesn't look like we have a valid phone number on file for you. Could I get your, uh, a good phone number for you please? 918-571-0216. Thank you. And then we have your email on file as bertramj1977@gmail.com? Yep. Okay. Uh, so it looks like, yeah, this is gonna be the same situation. The medical policy that you're enrolled into, the insurance carrier for that plan does not send the ID card by, like, m- m- or like a p- physical copy in the mail by default. They send a digital copy to your email address instead. Given the, uh, given the timeframe on when that should have arrived normally, it's most likely been deleted or automatically sent through the spam folder and filtered out that way. Uh, what I can do for you now is I can email a copy of the card to your email address. Uh, this copy will come from our email here, info@benefitstinacard.com. If you don't see this in your inbox, check your spam folder. It might have gotten filtered there. You should get this in just a couple of minutes,

okay? All right. Thank you very much. You're welcome. Was there anything else I could help with? No. All right. If that's everything, thanks again for calling and have a good day. All right. You too. Thank you. All right. You're welcome. Bye now. Thank God, that's it.

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, um, we work through a temporary agency called WorkSource and they gave us insurance through y'all, and we did not get our medical card. We, we got, uh, vision and dental insurance also, and them cards both came, but the medical card has not came and then we've been paying for over three months now.

Speaker speaker_1: All right. What, uh, what's the last four of your social?

Speaker speaker_2: 8216.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Ronnie DeHart.

Speaker speaker_1: All right. Mr. DeHart, could you verify your address and your date of birth please?

Speaker speaker_2: Yes. My address is 3507 Clayton Court, Fort Smith, Arkansas 72904. And what else did you want?

Speaker speaker_1: Your date of birth?

Speaker speaker_2: 08/08/'81.

Speaker speaker_1: Thank you. Phone number on file o4 479-217-5801. Is that correct?

Speaker speaker_2: Uh, no, I have a different number.

Speaker speaker_1: Okay, what's the new number?

Speaker speaker_2: 479-629-7705.

Speaker speaker_1: Thank you. And then we have an email on file chaddhart7@gmail.com, is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Okay, so what it looks like is that the medical policy that you're enrolled into, the insurance company for that plan sends the default ID card via email. They don't send a physical copy normally. Um, at this point, given when it would have arrived, it's most likely been either accidentally deleted or automatically sent to spam and, and filtered out

that way. So, what I can do for you at this point is I can send another copy of that to your email address. Um, this copy will be coming from our email address here, info@benefitstinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. You should be receiving this in just a couple of minutes here, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Was there anything else I could help you with?

Speaker speaker_2: Yes, I got one more. Um, my girlfriend, she has the same issue. So I'm gonna let her talk to you.

Speaker speaker_1: Okay.

Speaker speaker_3: Okay. My name is Jenni- Jennifer Bertram, and I work at WorkSource too, and I never got my health benefit card.

Speaker speaker_1: Okay. Uh, what's the last four of your social, ma'am?

Speaker speaker_3: 1952.

Speaker speaker_1: Okay, one moment. All right, Ms. Bertram, uh, could you verify your address and your date of birth for me please?

Speaker speaker_3: 3507 Clayton Court, Fort Smith, Arkansas 72904. And then my date of birth is January 6th, 1977.

Speaker speaker_1: Okay. Oh, now it doesn't look like we have a valid phone number on file for you. Could I get your, uh, a good phone number for you please?

Speaker speaker_3: 918-571-0216.

Speaker speaker_1: Thank you. And then we have your email on file as bertramj1977@gmail.com?

Speaker speaker_3: Yep.

Speaker speaker_1: Okay. Uh, so it looks like, yeah, this is gonna be the same situation. The medical policy that you're enrolled into, the insurance carrier for that plan does not send the ID card by, like, m- m- or like a p- physical copy in the mail by default. They send a digital copy to your email address instead. Given the, uh, given the timeframe on when that should have arrived normally, it's most likely been deleted or automatically sent through the spam folder and filtered out that way. Uh, what I can do for you now is I can email a copy of the card to your email address. Uh, this copy will come from our email here, info@benefitstinacard.com. If you don't see this in your inbox, check your spam folder. It might have gotten filtered there. You should get this in just a couple of minutes, okay?

Speaker speaker_3: All right. Thank you very much.

Speaker speaker_1: You're welcome. Was there anything else I could help with?

Speaker speaker_3: No.

Speaker speaker_1: All right. If that's everything, thanks again for calling and have a good day.

Speaker speaker_3: All right. You too. Thank you.

Speaker speaker_1: All right. You're welcome. Bye now.

Speaker speaker_3: Thank God, that's it.