

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. It's Tracy at APL. How are you today? I'm doing all right, Tracy. How about yourself? Yeah, I'm fine. Thank you for asking, but I have an insurer on the line who's wanting to cancel his coverage. His name is Anthony White. Last four of his Social is 4320. He's with BG... or, the, mStaff. Okay. All right. And he is wanting to cancel his coverage. Okay. You can, uh- Okay. ... and all of the demographics have been, uh, have been verified with him? Yes. Uh-huh. Okay. Awesome. They have. All right. You can go ahead- Okay. ... and send him on over. I'll take it from here. Thank you, Chri-... Well, I do have one question. Okay. On your end, do you see a unit number? On his apartment? Or, uh, yeah, on his address? Mm-hmm. Yeah. We see an Apartment 315. Mm-hmm. Okay. All right. Thank you so much. Yeah. It's, um... Then are you ready to speak to Mr. White? Uh, yes, ma'am, I am. Okay. Well, thank you and have a great weekend. You too. Mm, bye now. Thanks, Chris. Bye-bye. Good afternoon. Mr. White? Yeah. Speaking. Hi, this is Chris with Benefits in a Card. I understand that you wish to cancel your insurance? Yeah. I need some information first, though. I'm trying to pull up a referral from a previous online doctor, and I think I went through you guys' portal to talk with this doctor. Um, is there any way I can go online and try to pull this referral up through y'all's portal? Um, so is, is this for, like, a referral for, like, a medical doctor or something like that? Right. Correct. 'Cause that's what he did. He referred me to a different doctor. Okay. Our doctor. Okay. So Benefits in a Card, we are just the enrollment admin for your employer, for BG Staffing. Um, we have nothing to do with the actual coverage itself. Um, especially nothing to do with any sort of referrals or anything like that. I'm not sure even what kind of referral he has. Well, I'm just trying to get in contact... I'm trying to get into the portal on where I could... Is... Okay, you understand, like, the virtual doctors, correct? Yeah. Okay. So is it- Yeah. All right. Okay. Okay, so is this a, um, is this a referral that was done by a, by a virtual visit? Correct. Correct. Yeah. Okay. Um, when, when was the virtual visit? Uh, I don't know. A few year- A couple weeks ago maybe. Couple weeks ago. I don't remember the exact... Yeah, I don't remember the exact time or date. You guys don't have any of that stuff in your system? I... Well, I'm... Let me take a look. So the only information I can see here is related to your enrollment itself. Um, I'm... Let me take a look to see where that information could, like, could be, if it's something that I accessed or if it's something that, that I wouldn't ha-... That m- someone else may need to access. Do you mind holding on the line for me for just a moment while I go ahead and look into that for you? Sure. Thank you. Okay. Mr. White? Yeah, I'm still here. Okay. Thank you for holding. I do appreciate it. Mm-hmm. So, um, looking into it, it looks like, um, the accessibility onto that 401 is exactly kind of all information it would hold would be something that, uh, you may need to discuss with the virtual care team. Um, I'm gonna go ahead and set up a transfer

over there to, um, like explain to them what it is that you're looking for and see... And see if they're able to help you out with that. And then if you still want to cancel the coverage after that, you can always give us a call back. Okay? All right. Thank you. Uh, no problem. If you'll just please hold while I go ahead and set up that transfer, okay? All right. Hi, Mr. White? Yeah, I'm still here. Okay. Thanks... Okay. Thanks for holding. Appreciate your patience. I'm gonna go ahead and get you over to, um, to the virtual care team. Uh, Ariel over there will be able to help you out with that. Okay? All right. Thanks. You're welcome. Thank you for calling and you have a good day.

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. It's Tracy at APL. How are you today?

Speaker speaker_1: I'm doing all right, Tracy. How about yourself?

Speaker speaker_2: Yeah, I'm fine. Thank you for asking, but I have an insurer on the line who's wanting to cancel his coverage. His name is Anthony White. Last four of his Social is 4320. He's with BG... or, the, mStaff.

Speaker speaker_1: Okay. All right.

Speaker speaker_2: And he is wanting to cancel his coverage.

Speaker speaker_1: Okay. You can, uh-

Speaker speaker_2: Okay.

Speaker speaker_1: ... and all of the demographics have been, uh, have been verified with him?

Speaker speaker_2: Yes. Uh-huh.

Speaker speaker_1: Okay. Awesome.

Speaker speaker_2: They have.

Speaker speaker_1: All right. You can go ahead-

Speaker speaker_2: Okay.

Speaker speaker_1: ... and send him on over. I'll take it from here.

Speaker speaker_2: Thank you, Chri-... Well, I do have one question.

Speaker speaker_1: Okay.

Speaker speaker_2: On your end, do you see a unit number?

Speaker speaker_1: On his apartment? Or, uh, yeah, on his address?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Yeah. We see an Apartment 315.

Speaker speaker_2: Mm-hmm. Okay. All right. Thank you so much. Yeah. It's, um... Then are you ready to speak to Mr. White?

Speaker speaker_1: Uh, yes, ma'am, I am.

Speaker speaker_2: Okay. Well, thank you and have a great weekend.

Speaker speaker_1: You too. Mm, bye now.

Speaker speaker_2: Thanks, Chris. Bye-bye.

Speaker speaker_1: Good afternoon. Mr. White?

Speaker speaker_3: Yeah. Speaking.

Speaker speaker_1: Hi, this is Chris with Benefits in a Card. I understand that you wish to cancel your insurance?

Speaker speaker_3: Yeah. I need some information first, though. I'm trying to pull up a referral from a previous online doctor, and I think I went through you guys' portal to talk with this doctor. Um, is there any way I can go online and try to pull this referral up through y'all's portal?

Speaker speaker_1: Um, so is, is this for, like, a referral for, like, a medical doctor or something like that?

Speaker speaker_3: Right. Correct. 'Cause that's what he did. He referred me to a different doctor.

Speaker speaker_1: Okay.

Speaker speaker_3: Our doctor.

Speaker speaker_1: Okay. So Benefits in a Card, we are just the enrollment admin for your employer, for BG Staffing. Um, we have nothing to do with the actual coverage itself. Um, especially nothing to do with any sort of referrals or anything like that. I'm not sure even what kind of referral he has.

Speaker speaker_3: Well, I'm just trying to get in contact... I'm trying to get into the portal on where I could... Is... Okay, you understand, like, the virtual doctors, correct?

Speaker speaker_1: Yeah. Okay. So is it-

Speaker speaker_3: Yeah. All right. Okay.

Speaker speaker_1: Okay, so is this a, um, is this a referral that was done by a, by a virtual visit?

Speaker speaker_3: Correct. Correct. Yeah.

Speaker speaker_1: Okay. Um, when, when was the virtual visit?

Speaker speaker_3: Uh, I don't know.

Speaker speaker_1: A few year-

Speaker speaker_3: A couple weeks ago maybe.

Speaker speaker_1: Couple weeks ago.

Speaker speaker_3: I don't remember the exact... Yeah, I don't remember the exact time or date. You guys don't have any of that stuff in your system?

Speaker speaker_1: I... Well, I'm... Let me take a look. So the only information I can see here is related to your enrollment itself. Um, I'm... Let me take a look to see where that information could, like, could be, if it's something that I accessed or if it's something that, that I wouldn't ha-... That m- someone else may need to access. Do you mind holding on the line for me for just a moment while I go ahead and look into that for you?

Speaker speaker_3: Sure.

Speaker speaker_1: Thank you. Okay. Mr. White?

Speaker speaker_4: Yeah, I'm still here.

Speaker speaker_1: Okay. Thank you for holding. I do appreciate it.

Speaker speaker_4: Mm-hmm.

Speaker speaker_1: So, um, looking into it, it looks like, um, the accessibility onto that 401 is exactly kind of all information it would hold would be something that, uh, you may need to discuss with the virtual care team. Um, I'm gonna go ahead and set up a transfer over there to, um, like explain to them what it is that you're looking for and see... And see if they're able to help you out with that. And then if you still want to cancel the coverage after that, you can always give us a call back. Okay?

Speaker speaker_4: All right. Thank you.

Speaker speaker_1: Uh, no problem. If you'll just please hold while I go ahead and set up that transfer, okay?

Speaker speaker_4: All right.

Speaker speaker_1: Hi, Mr. White?

Speaker speaker_4: Yeah, I'm still here.

Speaker speaker_1: Okay. Thanks... Okay. Thanks for holding. Appreciate your patience. I'm gonna go ahead and get you over to, um, to the virtual care team. Uh, Ariel over there will be

able to help you out with that. Okay?

Speaker speaker_4: All right. Thanks.

Speaker speaker_1: You're welcome. Thank you for calling and you have a good day.