

## Transcript: Chris Sofield

(deactivated)-6040640443957248-6641731522052096

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the Car. This is Chris. How can I help you today? Hi, Chris. Hi, um, I'm just calling... My name is Michael Clayton-Smith- Mm-hmm. ... um, and I have you guys for like, you know, you know, benefits. Um, and I got an email, like a short time ago, and, uh, I just wanted to, like, confirm because I think I called maybe, like, a couple weeks back and they said I didn't need to do anything, but I wanted to just confirm. So it says like, um, "Welcome to Benefits in the Car. As a member, you have round-the-clock service delivered. Um, click to activate your account." I just want you... Like, I just wanted to check and see, like I've told before that I don't need to do anything, but everything was, like, already good with my account. So, is there a way to, like, check and see or do I have to, like, hit this screen to activate your account today or is my account already okay and it's good and good to go? I just wanted to check and see that. Okay. Um, yeah. Let me... Let me pull up your file on our system and see- Yeah. ... if there's anything else that may need to happen here. What's the last four of your social? Um, uh, 7764. Thank you. Mm-hmm. And let's see here. And what, and what staffing company did you say you're with? Um, it's Oxford. Oh, Oxford. Okay. Yeah. Oxford, yes. All right. There we go. All right. Mr. Clayton-Smith, could you verify your address and your date of birth for me? Um, one... Er... Uh, 101 Hillcrest Drive. That's the one up... I don't know if I put the Pennsylvania one wherever I did it or my New York one. Uh, we have one in New York. Oh, okay. Um, the 104 Phillips, Phillips Street, Albany, Albany, um... I'm not from here so I forget the, the ZIP code . Um, shouldn't look... Sorry. You're fine. 104... S- sorry about that. I always just hit the search button. I always... "104 Phillips Street." Come on. Oh. I'm just looking for the ZIP code. Using my maps. I don't know why it's not coming up. Or... Come on. Uh... Search. Um, one... Okay, um, 104 Phillips Street, Albany, New York, 12202. All right. And I think you said a second question but I forget. Uh, your date of birth. Oh, 4/1/96. All right, thank you. Um- Mm-hmm. And then we've got a phone number on file for you. You have a -952-9426. Yup, 9426, yes. Okay. And you said you got an email stating to activate your account? Yeah. It was on Thursday, so last Thursday, and it was just like, "Benefits in the Car," and it says, "Dear Michael Clayton-Smith. Welcome to Benefits in the Car. As a member, you have round-the-clock service. To get started, please follow the link and activate your account." But like I- Okay. ... I got... All right. So I know what that is then. Yeah. Um, that is regarding the new, um, virtual care benefit. Uh, you don't have to do anything as far as your actual enrollment, however, your medical plan now includes a virtual care benefit, um, and that- Oh. Uh-huh. ... that link is to... Is to set up your account to be able to take advantage of that and use that benefit. Oh, so that's, that's like if I want to, like, do something virtually with the doctor or something like that, correct? Correct. Oh, okay. So it's... So basically, nothing with, like, enrollment or anything. It's... Everything is good, I'm up to date and everything, but-

Yes. ... that's just something to do with... Okay. Yeah. As far as your actual enrollment, there's no... Nothing noth- nothing else needs to be done there. Um, it's... That's just, again, for the virtual care benefit that is now included in your medical plan. Okay. Perfect. Thank you so much. I appreciate that. I just wanted to make sure that everything was o- everything was okay. So, appreciate that. No problem. Anything else? Nope. I'm good. All right. Thanks again for calling and have a wonderful day. Thank you too. Bye now. Bye.

## 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 the Car. This is Chris. How can I help you today?

Speaker speaker\_2: Hi, Chris. Hi, um, I'm just calling... My name is Michael Clayton-Smith-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... um, and I have you guys for like, you know, you know, benefits. Um, and I got an email, like a short time ago, and, uh, I just wanted to, like, confirm because I think I called maybe, like, a couple weeks back and they said I didn't need to do anything, but I wanted to just confirm. So it says like, um, "Welcome to Benefits in the Car. As a member, you have round-the-clock service delivered. Um, click to activate your account." I just want you... Like, I just wanted to check and see, like I've told before that I don't need to do anything, but everything was, like, already good with my account. So, is there a way to, like, check and see or do I have to, like, hit this screen to activate your account today or is my account already okay and it's good and good to go? I just wanted to check and see that.

Speaker speaker\_1: Okay. Um, yeah. Let me... Let me pull up your file on our system and see-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... if there's anything else that may need to happen here. What's the last four of your social?

Speaker speaker\_2: Um, uh, 7764.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And let's see here. And what, and what staffing company did you say you're with?

Speaker speaker\_2: Um, it's Oxford.

Speaker speaker\_1: Oh, Oxford. Okay.

Speaker speaker\_2: Yeah. Oxford, yes.

Speaker speaker\_1: All right. There we go. All right. Mr. Clayton-Smith, could you verify your address and your date of birth for me?

Speaker speaker\_2: Um, one... Er... Uh, 101 Hillcrest Drive. That's the one up... I don't know if I put the Pennsylvania one wherever I did it or my New York one.

Speaker speaker\_1: Uh, we have one in New York.

Speaker speaker\_2: Oh, okay. Um, the 104 Phillips, Phillips Street, Albany, Albany, um... I'm not from here so I forget the, the ZIP code. Um, shouldn't look... Sorry.

Speaker speaker\_1: You're fine.

Speaker speaker\_2: 104... S- sorry about that. I always just hit the search button. I always... "104 Phillips Street." Come on. Oh. I'm just looking for the ZIP code. Using my maps. I don't know why it's not coming up. Or... Come on. Uh... Search. Um, one... Okay, um, 104 Phillips Street, Albany, New York, 12202.

Speaker speaker\_1: All right.

Speaker speaker\_2: And I think you said a second question but I forget.

Speaker speaker\_1: Uh, your date of birth.

Speaker speaker\_2: Oh, 4/1/'96.

Speaker speaker\_1: All right, thank you. Um-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And then we've got a phone number on file for you. You have a -952-9426.

Speaker speaker\_2: Yup, 9426, yes.

Speaker speaker\_1: Okay. And you said you got an email stating to activate your account?

Speaker speaker\_2: Yeah. It was on Thursday, so last Thursday, and it was just like, "Benefits in the Car," and it says, "Dear Michael Clayton-Smith. Welcome to Benefits in the Car. As a member, you have round-the-clock service. To get started, please follow the link and activate your account." But like I-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ...

Speaker speaker\_3: I got...

Speaker speaker\_1: All right. So I know what that is then.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Um, that is regarding the new, um, virtual care benefit. Uh, you don't have to do anything as far as your actual enrollment, however, your medical plan now

includes a virtual care benefit, um, and that-

Speaker speaker\_2: Oh. Uh-huh.

Speaker speaker\_1: ... that link is to... Is to set up your account to be able to take advantage of that and use that benefit.

Speaker speaker\_2: Oh, so that's, that's like if I want to, like, do something virtually with the doctor or something like that, correct?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Oh, okay. So it's... So basically, nothing with, like, enrollment or anything. It's... Everything is good, I'm up to date and everything, but-

Speaker speaker\_1: Yes.

Speaker speaker\_2: ... that's just something to do with... Okay.

Speaker speaker\_1: Yeah. As far as your actual enrollment, there's no... Nothing nothing else needs to be done there. Um, it's... That's just, again, for the virtual care benefit that is now included in your medical plan.

Speaker speaker\_2: Okay. Perfect. Thank you so much. I appreciate that. I just wanted to make sure that everything was o- everything was okay. So, appreciate that.

Speaker speaker\_1: No problem. Anything else?

Speaker speaker\_2: Nope. I'm good.

Speaker speaker\_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker\_2: Thank you too.

Speaker speaker\_1: Bye now.

Speaker speaker\_2: Bye.