

## **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? Hi, I'm calling because I called... Um, I talked to you guys a couple of weeks ago about my, um, insurance claim and, um, like the card, the ID card that, um, I get from you guys 'cause I haven't received that yet. And I was told that there was a discrepancy with my Social Security and I talked to my HR, and HR also contacted you guys, and I was told that after Christmas I was, uh, it was all sorted out so I was told that after Christmas I was gonna, um, get that information to get my medicine from the pharmacy that I haven't been able to get because I don't have medical insurance. Um, so I... And it's already been a week and a half after Christmas and I still haven't received that, and I really need it. Okay. What staffing company do you work with? Uh, Tara or Versetella. And the last four of your Social? Uh, 2712. Your first and last name? Ariana Sanchez. Thank you, Ms. Sanchez. Could you verify your address and date of birth? Uh, yeah. It's 8216 30th Place, Marysville, Washington, 98270. And my, my... You said my birthday? Yes. 08-11-99. Thank you. We have a phone on file of 350-6664? Yeah. And an email of arianasanchez863@yahoo.com? Yeah. Okay. And you said you needed your medical card to be able to get your prescriptions, is that correct? Yeah. And my, um, well, just, uh, 'cause I went to an appointment not that long ago and they asked me for my insurance card, and I told them that I didn't have it so they said that once I get it in the mail to call back the, um, financial office so that they can, uh, put that information in and not charge me. Okay. All right. So, I can go ahead and... Let's see here. Should be able to pull your information up, give me just a moment. Mm-hmm. Okay. Let's see here. Okay. So, I'm not sure what is happening here but it doesn't look like the policy information for your medical policy is available on the portal that we have access to. Let me see about... Let me see if I can get in contact with the insurance company themselves and see if there's anything they can give me. Do you mind holding? Uh, yeah. Thank you. All right, Ms. Sanchez? Hello? Hey, thank you for holding. I appreciate your patience. Okay. So, um, I'm seeing here, I, I just got off the phone with American Public Life, and for some reason, they're not showing your medical policy. I'm not sure why, because we see here that it- you are enrolled into it, you are paying for it. So I'm going to send an email to my back office team to see if they can't get this corrected for you as quickly as possible. As soon as I hear back from them, um, I'll give you a call back with the information. Okay? All right. Thank you so much. You're welcome. Anything else? Uh, no, that was it. All right. Thanks again for calling and have a good day. All right. Thank you. 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: Hi, I'm calling because I called... Um, I talked to you guys a couple of weeks ago about my, um, insurance claim and, um, like the card, the ID card that, um, I get from you guys 'cause I haven't received that yet. And I was told that there was a discrepancy with my Social Security and I talked to my HR, and HR also contacted you guys, and I was told that after Christmas I was, uh, it was all sorted out so I was told that after Christmas I was gonna, um, get that information to get my medicine from the pharmacy that I haven't been able to get because I don't have medical insurance. Um, so I... And it's already been a week and a half after Christmas and I still haven't received that, and I really need it.

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: Uh, Tara or Versetella.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: Uh, 2712.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Ariana Sanchez.

Speaker speaker\_1: Thank you, Ms. Sanchez. Could you verify your address and date of birth?

Speaker speaker\_2: Uh, yeah. It's 8216 30th Place, Marysville, Washington, 98270. And my, my... You said my birthday?

Speaker speaker\_1: Yes.

Speaker speaker\_2: 08-11-99.

Speaker speaker\_1: Thank you. We have a phone on file of 350-6664?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And an email of arianasanchez863@yahoo.com?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. And you said you needed your medical card to be able to get your prescriptions, is that correct?

Speaker speaker\_2: Yeah. And my, um, well, just, uh, 'cause I went to an appointment not that long ago and they asked me for my insurance card, and I told them that I didn't have it so they said that once I get it in the mail to call back the, um, financial office so that they can, uh, put that information in and not charge me.

Speaker speaker\_1: Okay. All right. So, I can go ahead and... Let's see here. Should be able to pull your information up, give me just a moment.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Okay. Let's see here. Okay. So, I'm not sure what is happening here but it doesn't look like the policy information for your medical policy is available on the portal that we have access to. Let me see about... Let me see if I can get in contact with the insurance company themselves and see if there's anything they can give me. Do you mind holding?

Speaker speaker\_2: Uh, yeah.

Speaker speaker\_1: Thank you. All right, Ms. Sanchez?

Speaker speaker\_3: Hello?

Speaker speaker\_1: Hey, thank you for holding. I appreciate your patience. Okay. So, um, I'm seeing here, I, I just got off the phone with American Public Life, and for some reason, they're not showing your medical policy. I'm not sure why, because we see here that it- you are enrolled into it, you are paying for it. So I'm going to send an email to my back office team to see if they can't get this corrected for you as quickly as possible. As soon as I hear back from them, um, I'll give you a call back with the information. Okay?

Speaker speaker\_3: All right. Thank you so much.

Speaker speaker\_1: You're welcome. Anything else?

Speaker speaker\_3: Uh, no, that was it.

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

Speaker speaker\_3: All right. Thank you. You too.

Speaker speaker\_1: All right. Bye now.