

## **Transcript: Chris Sofield**

**(deactivated)-6581219953524736-4582056726413312**

### **Full Transcript**

Thank you for calling Benefits on Card. This is Chris. How can I help you today? Hey, Chris. My name's Churchill. How are you doing? I'm doing all right, and yourself? Good, sir. Hey. Uh, so I'm a travel nurse, and I work for a, an agency, and my contract ended on January the 11th, and so I kinda forgot about, you know, the whole insurance thing until just a few days ago. And, uh, I get my medications approved, uh, I get like a text message from the pharmacy, if you know what I mean. Right. And, uh, when I got the- got a message that one of my- my monthly refills was due, uh, was filled and ready for pickup and- and I- and I got hit with what it was gonna cost me, I was like, "Holy shit, I gotta call and inquire about the COBRA," right? So that's what I've done, and I've talked to the person that handles the insurance, uh, with the company that I was under contract with, and she has given me this phone number, you, in other words, and sent me things, you know, and kind of let me know, you know... Uh, her first response was is, it says, um, "When an employee goes four consecutive weeks without a direct deposit or a payroll deduction, the enrollment will be marked as COBRA in our system. This is an automated process." She said- Right. ... "Then you will receive a COBRA enrollment packet in the mail." So, I hollered back at her and I said, "The only problem is, is currently right now my insurance is expired," right? "And my medicines are due and they're, you know, like 100 times more expensive." Not even 100, it's more like 1000. So, uh, she told me... She gave me this number and told me that I could probably call y'all and get ahead of that automated process. Okay. Um. So quick question. Go ahead. The number that you dialed, did it end in 4296 or 4586? Let's see. The number she sent to me, 4856. Okay. And she gave you this number in order to contact... Uh, to- uh, to enroll into COBRA benefits? That's right. Okay. You were given the wrong phone number. Um. Okay. I can give you the right one. Let me know when you're ready. Yes. I got a PIN? All right. The number to call is going to be 800-833-4296. And when you call that number, make sure you press option one. That is the only option that will get you where you need to go. Option one. Okay. Thank you, Chris. You're welcome. Thanks for calling and have a wonderful day. You too. Goodbye. Bye now.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on Card. This is Chris. How can I help you today?

Speaker speaker\_1: Hey, Chris. My name's Churchill. How are you doing?

Speaker speaker\_0: I'm doing all right, and yourself?

Speaker speaker\_1: Good, sir. Hey. Uh, so I'm a travel nurse, and I work for a, an agency, and my contract ended on January the 11th, and so I kinda forgot about, you know, the whole insurance thing until just a few days ago. And, uh, I get my medications approved, uh, I get like a text message from the pharmacy, if you know what I mean.

Speaker speaker\_0: Right.

Speaker speaker\_1: And, uh, when I got the- got a message that one of my- my monthly refills was due, uh, was filled and ready for pickup and- and I- and I got hit with what it was gonna cost me, I was like, "Holy shit, I gotta call and inquire about the COBRA," right? So that's what I've done, and I've talked to the person that handles the insurance, uh, with the company that I was under contract with, and she has given me this phone number, you, in other words, and sent me things, you know, and kind of let me know, you know... Uh, her first response was is, it says, um, "When an employee goes four consecutive weeks without a direct deposit or a payroll deduction, the enrollment will be marked as COBRA in our system. This is an automated process." She said-

Speaker speaker\_0: Right.

Speaker speaker\_1: ... "Then you will receive a COBRA enrollment packet in the mail." So, I hollered back at her and I said, "The only problem is, is currently right now my insurance is expired," right? "And my medicines are due and they're, you know, like 100 times more expensive." Not even 100, it's more like 1000. So, uh, she told me... She gave me this number and told me that I could probably call y'all and get ahead of that automated process.

Speaker speaker\_0: Okay. Um. So quick question.

Speaker speaker\_1: Go ahead.

Speaker speaker\_0: The number that you dialed, did it end in 4296 or 4586?

Speaker speaker\_1: Let's see. The number she sent to me, 4856.

Speaker speaker\_0: Okay. And she gave you this number in order to contact... Uh, to- uh, to enroll into COBRA benefits?

Speaker speaker\_1: That's right.

Speaker speaker\_0: Okay. You were given the wrong phone number. Um.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I can give you the right one. Let me know when you're ready.

Speaker speaker\_1: Yes. I got a PIN?

Speaker speaker\_0: All right. The number to call is going to be 800-833-4296. And when you call that number, make sure you press option one. That is the only option that will get you where you need to go.

Speaker speaker\_1: Option one. Okay. Thank you, Chris.

Speaker speaker\_0: You're welcome. Thanks for calling and have a wonderful day.

Speaker speaker\_1: You too. Goodbye.

Speaker speaker\_0: Bye now.