

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Yeah, um, hi, Chris. Um, this is Chigbo. I have a policy with you guys. Uh, I am yet to receive my insurance card. Okay. Um, what staffing company do you work with? Um, TRC. TRC. And the last four of your social? 4841. Okay. And what was the first and last name again, sir? First name C-h-i-g-b-o, the last name l-h-e-y-i-n-w-a. Okay, one moment. All right, there we go. All right, sir, could you verify your address and your date of birth for me please? 6125 Roswell Road, 611 Sandy Springs, Georgia. Um, I'm sorry, I'm having a hard time hearing you. It sounds like you're either talking extremely quietly or you're far away from your phone. Hold on. Is it better now? Much better. Okay, um, 6125 Roswell Road, Unit 611, Sandy Springs, Georgia or Atlanta, Georgia, any one, 30328 and, um, 10-8-1992. All right. Then we have a phone number on file of 404-740-1972. Is that correct? Yes. And an email, it looks like chigbo.inyowa at gmail... or, sorry, yahoo.com? Yeah, that's correct. Okay. Okay, so it could, it could possibly be because we are still within the timeframe for it to show up. Um, actually, let me look here. No, we're at the end of that timeframe, so it should've showed by now. Um, all right, what we'll do then for you, Mr. Inyowa, is I'll go ahead and, uh, pull up the digital copies for your ID cards and- Mm-hmm. ... email them on over to you. Uh, that way you can go ahead and have those as quickly as possible. Um... Okay. You should, uh... This email should be coming from info at benefits in a card dot com. If you don't- Okay. ... see this in your inbox, just check your spam folder. It may have gotten filtered there. Um- Mm-hmm. ... and then that'll just have the PDF files for your ID cards, so you can go ahead and download those or, uh, or make sure to, um, like, print those off or however you want to do it. But as long as the- Yeah. ... insur- the doctors can see the ins- the information on the card, they should be able to run your insurance, okay? All right, that's fine. And, um, yeah, quick question. How wide, wide is the coverage? Like, um, how quickly can I get, like, a doctor or a hospital that can, like... How accessible is it in an area? Oh, like, like how to locate, uh, providers in your area? Yes. Yes. Okay. So, um, the, the, the insurance plans, the networks for each one, they are pretty widespread. There's, uh, there's providers all over the country that are part of the network. Mm-hmm. Um, the insurance cards that I'm sending you, um- Mm-hmm. ... they will, uh, they will have information on how to locate those participating providers- Oh, okay, okay. ... uh, within that, so you should be able to, um, you should be able to use that information. Okay, and anyone that pops up from there is gonna be acceptable, right? Uh, yes, anyone that, that pops up, uh, by following those- Mm-hmm. ... websites or those- Yeah, yeah. ... phone numbers, yeah- Mm-hmm. ... they're part of the network, so they should show up. Oh, okay. All right, that's fine. So, um, I'll be looking... I'll be waiting for the email. Okay? Yes, sir. You should be receiving this in just a couple of minutes here. Okay, and are you guys still gonna send one over to my address, or do I just wait- Yeah. ... for the soft copy? Is that okay? Uh,

you shou- you should receive it, um, but if for some reason you haven't gotten anything, um- Mm-hmm. ... by, I'd say, absolute minimum next, uh, this time next week, uh- Mm-hmm. ... give us, give us a call back, and we can send a request to have new physical copies sent out to you, okay? All right, that's... Okay, that's fine. All right, I'll be just waiting for the email, okay? All right then. Was there anything else I could help you with for now? Um, no, that's all, Chris. Thanks a lot. You're welcome. Thanks for calling, and have a wonderful day. All right, you too. Bye. Bye now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker_1: Yeah, um, hi, Chris. Um, this is Chigbo. I have a policy with you guys. Uh, I am yet to receive my insurance card.

Speaker speaker_0: Okay. Um, what staffing company do you work with?

Speaker speaker_1: Um, TRC.

Speaker speaker_0: TRC. And the last four of your social?

Speaker speaker_1: 4841.

Speaker speaker_0: Okay. And what was the first and last name again, sir?

Speaker speaker_1: First name C-h-i-g-b-o, the last name I-h-e-y-i-n-w-a.

Speaker speaker_0: Okay, one moment. All right, there we go. All right, sir, could you verify your address and your date of birth for me please?

Speaker speaker_1: 6125 Roswell Road, 611 Sandy Springs, Georgia.

Speaker speaker_0: Um, I'm sorry, I'm having a hard time hearing you. It sounds like you're either talking extremely quietly or you're far away from your phone.

Speaker speaker_1: Hold on. Is it better now?

Speaker speaker_0: Much better.

Speaker speaker_1: Okay, um, 6125 Roswell Road, Unit 611, Sandy Springs, Georgia or Atlanta, Georgia, any one, 30328 and, um, 10-8-1992.

Speaker speaker_0: All right. Then we have a phone number on file of 404-740-1972. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: And an email, it looks like chigbo.inyowa at gmail... or, sorry, yahoo.com?

Speaker speaker_1: Yeah, that's correct.

Speaker speaker_0: Okay. Okay, so it could, it could possibly be because we are still within the timeframe for it to show up. Um, actually, let me look here. No, we're at the end of that timeframe, so it should've showed by now. Um, all right, what we'll do then for you, Mr. Inyowa, is I'll go ahead and, uh, pull up the digital copies for your ID cards and-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... email them on over to you. Uh, that way you can go ahead and have those as quickly as possible. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: You should, uh... This email should be coming from info at benefits in a card dot com. If you don't-

Speaker speaker_1: Okay.

Speaker speaker_0: ... see this in your inbox, just check your spam folder. It may have gotten filtered there. Um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... and then that'll just have the PDF files for your ID cards, so you can go ahead and download those or, uh, or make sure to, um, like, print those off or however you want to do it. But as long as the-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... insur- the doctors can see the ins- the information on the card, they should be able to run your insurance, okay?

Speaker speaker_1: All right, that's fine. And, um, yeah, quick question. How wide, wide is the coverage? Like, um, how quickly can I get, like, a doctor or a hospital that can, like... How accessible is it in an area?

Speaker speaker_0: Oh, like, like how to locate, uh, providers in your area?

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: Okay. So, um, the, the, the insurance plans, the networks for each one, they are pretty widespread. There's, uh, there's providers all over the country that are part of the network.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, the insurance cards that I'm sending you, um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... they will, uh, they will have information on how to locate those participating providers-

Speaker speaker_1: Oh, okay, okay.

Speaker speaker_0: ... uh, within that, so you should be able to, um, you should be able to use that information.

Speaker speaker_1: Okay, and anyone that pops up from there is gonna be acceptable, right?

Speaker speaker_0: Uh, yes, anyone that, that pops up, uh, by following those-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... websites or those-

Speaker speaker_1: Yeah, yeah.

Speaker speaker_0: ... phone numbers, yeah-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... they're part of the network, so they should show up.

Speaker speaker_1: Oh, okay. All right, that's fine. So, um, I'll be looking... I'll be waiting for the email. Okay?

Speaker speaker_0: Yes, sir. You should be receiving this in just a couple of minutes here.

Speaker speaker_1: Okay, and are you guys still gonna send one over to my address, or do I just wait-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... for the soft copy? Is that okay?

Speaker speaker_0: Uh, you shou- you should receive it, um, but if for some reason you haven't gotten anything, um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... by, I'd say, absolute minimum next, uh, this time next week, uh-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... give us, give us a call back, and we can send a request to have new physical copies sent out to you, okay?

Speaker speaker_1: All right, that's... Okay, that's fine. All right, I'll be just waiting for the email, okay?

Speaker speaker_0: All right then. Was there anything else I could help you with for now?

Speaker speaker_1: Um, no, that's all, Chris. Thanks a lot.

Speaker speaker_0: You're welcome. Thanks for calling, and have a wonderful day.

Speaker speaker_1: All right, you too. Bye.

Speaker speaker_0: Bye now.