

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? Um, I was trying to see, um, like, uh, what, uh, like, what kind of program I have with you guys. I tried to ... like a staffing agency, so I was just trying to look it up. - Okay. What staff- What staffing company do you work with? Carlton. And the last four of your Social? 8456. Your first and last name? Quan Brown. All right, Mr. Brown. Could you verify your address and your date of birth for me? Um, yeah. My date of birth was 12/09/99. And my address was... Hold on. It is 24500 Wildwood Park Road. Hello? Uh, y- yes, sir. I'm- I was waiting for the rest of it, the city, state and zip? It's Richmond, Texas 77469. Thank you. 4312. Thank you. We have a phone number on file for you at 850-376-6987. Is that correct? Yes. Okay. So, uh, looks like... It looks like it's just the automatic enrollment policy that Carlton Staffing has for the, um, Stay Healthy TeleRx Plan. Mm-hmm. This plan covers, uh, preventative care services such as re... uh, like physicals, vaccinations, cancer screenings and services like that, and also provides a membership to the program FreeRx, which is a prescription policy that if it is a covered medication under their formulary, then it is completely free, uh, out of pocket for you. There's no... You, you wouldn't pay anything for those medications. Oh, for, like, medicine and stuff like that? Correct. Okay. And how much, and how much is it? Uh, it's deducting \$16.05 out of your check every week. Oh, okay. All right. All right. Well, is there anything else? And that's not... That's, that's not, like, that's not, like, visual or eye condition. This is medical. Yeah. It's, it's medical preventative services only. Now yYou are within a window to enroll into other benefits if you wish to do so from Carlton Staffing. Mm-hmm. Um, so your window would not close... Let's see here. The last day that you have to enroll in anything looks like it would be March 14th. March 14th. So, um, w- if you want... If, uh, if you want, I can email an information packet over to you that goes over the plans that Carlton Staffing offers, give you an idea of what kind of in-, uh, what kind of insurance is available from them, let you kind of see what, like, what kind of coverage you could have and as well as how much these plans would c- would cost coming out of your check every week. Mm-hmm. Um, yeah, uh, if you could just confirm, we have your email address on file. It's quan.brown10@gmail.com. Is that correct? Yes, that's a good one. Okay. So I will send this information packet on over to you. This is going to come from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. And then just give that a read through, and if you wish to, um... if you wish to enroll into anything or if you decide that you don't want any insurance from Carlton Staffing, um- Mm-hmm. ... give us a call back and let us know. That way, we can make whatever changes necessary to that enrollment. Okay? Okay. All right. Thank you. No problem. Was there anything else I could help you with? Uh, no, that was it. All right. Well, if that's everything, thanks again for calling and you have a wonderful day. Oh, thank you. You're welcome. Bye now. Oh.

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: Um, I was trying to see, um, like, uh, what, uh, like, what kind of program I have with you guys. I tried to ... like a staffing agency, so I was just trying to look it up. -

Speaker speaker_0: Okay. What staff- What staffing company do you work with?

Speaker speaker_1: Carlton.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 8456.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Quan Brown.

Speaker speaker_0: All right, Mr. Brown. Could you verify your address and your date of birth for me?

Speaker speaker_1: Um, yeah. My date of birth was 12/09/99. And my address was... Hold on. It is 24500 Wildwood Park Road. Hello?

Speaker speaker_0: Uh, y- yes, sir. I'm- I was waiting for the rest of it, the city, state and zip?

Speaker speaker_1: It's Richmond, Texas 77469.

Speaker speaker_0: Thank you.

Speaker speaker_1: 4312.

Speaker speaker_0: Thank you. We have a phone number on file for you at 850-376-6987. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, uh, looks like... It looks like it's just the automatic enrollment policy that Carlton Staffing has for the, um, Stay Healthy TeleRx Plan.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: This plan covers, uh, preventative care services such as re-... uh, like physicals, vaccinations, cancer screenings and services like that, and also provides a membership to the program FreeRx, which is a prescription policy that if it is a covered medication under their formulary, then it is completely free, uh, out of pocket for you. There's no... You, you wouldn't pay anything for those medications.

Speaker speaker_1: Oh, for, like, medicine and stuff like that?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. And how much, and how much is it?

Speaker speaker_0: Uh, it's deducting \$16.05 out of your check every week.

Speaker speaker_1: Oh, okay. All right.

Speaker speaker_0: All right. Well, is there anything else?

Speaker speaker_1: And that's not... That's, that's not, like, that's not, like, visual or eye condition. This is medical.

Speaker speaker_0: Yeah. It's, it's medical preventative services only. Now yYou are within a window to enroll into other benefits if you wish to do so from Carlton Staffing.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, so your window would not close... Let's see here. The last day that you have to enroll in anything looks like it would be March 14th.

Speaker speaker_1: March 14th.

Speaker speaker_0: So, um, w- if you want... If, uh, if you want, I can email an information packet over to you that goes over the plans that Carlton Staffing offers, give you an idea of what kind of in-, uh, what kind of insurance is available from them, let you kind of see what, like, what kind of coverage you could have and as well as how much these plans would c-would cost coming out of your check every week.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, yeah, uh, if you could just confirm, we have your email address on file. It's quan.brown10@gmail.com. Is that correct?

Speaker speaker_1: Yes, that's a good one.

Speaker speaker_0: Okay. So I will send this information packet on over to you. This is going to come from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. And then just give that a read through, and if you wish to, um... if you wish to enroll into anything or if you decide that you don't want any insurance from Carlton Staffing, um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... give us a call back and let us know. That way, we can make whatever changes necessary to that enrollment. Okay?

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: No problem. Was there anything else I could help you with?

Speaker speaker_1: Uh, no, that was it.

Speaker speaker_0: All right. Well, if that's everything, thanks again for calling and you have a wonderful day.

Speaker speaker_1: Oh, thank you.

Speaker speaker_0: You're welcome. Bye now.

Speaker speaker_1: Oh.