Transcript: Chris Sofield (deactivated)-4509534828052480-5947451962245120

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Yes, I had a question. I was wondering when my insurance, uh, goes back, uh, effective, a-and also for the, uh, eye, eye, eyeglasses? Okay. What staffing company do you work with? Morales Group. Morales? Yes. And the last four of your Social? 9702. Thank you. One moment. So let me double check something. One moment here. Yes. Okay. And your first and last name? Melissa Redondo-Zamora. All right. Can you verify your address and date of birth for me please? 409 South 22nd Street, Elwood, Indiana 46036 by 2574. Thank you. Phone we have is 577-5077? Yes. All right. Looks like coverage became active as of yesterday. Okay. So would that be for the eye vision as well? Yeah? For, for everything. Oh, for everything. So then I have an appointment tomorrow for that, uh... Yeah. So your, your coverage is active, ma'am. My c- Okay. So, what number do they call to so they can verify? What do they do? Uh, they can, they can give us a call here to ver- uh, to verify eligibility but with the policy being active again, um, and with it being so small of a gap between, uh, between when it was previously active and now, uh, if you have your old ID cards, those were just reactivated again. Okay. I have 'em. Yeah, so you can just give them- So they can call, they can call it to you, this number then? If, if they, if they need to verify eligibility but with the fact that you do have your ID cards, you should just be able to show them those ID cards and they should be able to run it as normal. Okay. All right. Thank you so much. You're welcome. Thanks again for calling. All right. And have a good day. You too. Bye-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 on a Card. This is Chris. How can I help you today?

Speaker speaker_2: Yes, I had a question. I was wondering when my insurance, uh, goes back, uh, effective, a-and also for the, uh, eye, eye, eyeglasses?

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Morales Group.

Speaker speaker_1: Morales?

Speaker speaker_2: Yes.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 9702.

Speaker speaker_1: Thank you. One moment. So let me double check something. One moment here.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Melissa Redondo-Zamora.

Speaker speaker_1: All right. Can you verify your address and date of birth for me please?

Speaker speaker_2: 409 South 22nd Street, Elwood, Indiana 46036 by 2574.

Speaker speaker_1: Thank you. Phone we have is 577-5077?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Looks like coverage became active as of yesterday.

Speaker speaker_2: Okay. So would that be for the eye vision as well? Yeah?

Speaker speaker_1: For, for everything.

Speaker speaker_2: Oh, for everything. So then I have an appointment tomorrow for that, uh...

Speaker speaker_1: Yeah. So your, your coverage is active, ma'am.

Speaker speaker_2: My c- Okay. So, what number do they call to so they can verify? What do they do?

Speaker speaker_1: Uh, they can, they can give us a call here to ver- uh, to verify eligibility but with the policy being active again, um, and with it being so small of a gap between, uh, between when it was previously active and now, uh, if you have your old ID cards, those were just reactivated again.

Speaker speaker_2: Okay. I have 'em.

Speaker speaker_1: Yeah, so you can just give them-

Speaker speaker_2: So they can call, they can call it to you, this number then?

Speaker speaker_1: If, if they, if they need to verify eligibility but with the fact that you do have your ID cards, you should just be able to show them those ID cards and they should be able to run it as normal.

Speaker speaker_2: Okay. All right. Thank you so much.

Speaker speaker_1: You're welcome. Thanks again for calling.

Speaker speaker_2: All right.

Speaker speaker_1: And have a good day.

Speaker speaker_2: You too. Bye-bye.