

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? How you doing, Chris? I'm doing all right, sir. And yourself? I'm doing fine. Uh, yeah, I just got the message that, uh, I fell out of my open enrollment, that, uh, I'm, I was working customer service with MAU, and I was trying to, um, get some help with it. Okay. Uh, what's the last four of your social? 8094. Okay. And your first and last name? Cornelius Mitchell. Thank you. Mr. Mitchell, could you verify your address and your date of birth for me? 1914 Kissing Bauer Road, Augusta, Georgia, 30904. 11/25/1982. Thank you. Phone number on file we have is 706-627-0605? Yes, sir. All right. So I'm showing, it looks like you're already enrolled into insurance. Um, looks like this was from a form that you filled out back in July of last year, so you've been enrolled for a while. Um... Okay. Yeah- Yeah. So- ... that's what I thought. I just got a message, um, and then when I spoke with the lady, uh, that Miss Yolanda there works at MAU, she was like, I need to do that. Yeah, so- So I know I need to call her with that. that... Yeah. It's just an automated reminder, uh, that open enrollment is ending, um, this week. So if you had not already enrolled into anything or if you did, uh, if you wanted to make any changes, um, then this, this is the last week to do so. But if you're already enrolled and you don't want to make any changes, then everything will just, everything will just roll over and you don't need to do anything. Okay. Um, also, um, but you wouldn't be able to help me with getting a card sent to my place, would you? With the... Uh, are you talking about, like, your insurance cards? Insur... Yeah. Or is it a app that I need to go through? 'Cause I wouldn't even know how to use it if I needed it. Um, so, let's see. Yeah, what I can do is I can pull up copies of your ID cards and email them on over to you. Uh, we have your email on file as mitchell_ uh, looks like mitchellp133@gmail.com? Yes, sir. Okay. Yeah, I'll work on getting, uh, copies of your ID cards sent out to you. Uh, this, uh, this email will come from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. May have gotten filtered there. Uh, but you should be getting these in just a couple of minutes, and these will... uh, you can just print these out or save these, uh, save the email to your phone or whatever. And as long as the doctors can see the information on the card, they'll be able to run your insurance. Okay? All right. I really appreciate it. Thank you. No problem. Anything else? No, sir. You've been a great help. All right then. Well, that's everything. Thanks again for calling and you have a wonderful day. You do the same. Thank you. You're welcome. Bye now. Bye.

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: How you doing, Chris?

Speaker speaker_0: I'm doing all right, sir. And yourself?

Speaker speaker_1: I'm doing fine. Uh, yeah, I just got the message that, uh, I fell out of my open enrollment, that, uh, I'm, I was working customer service with MAU, and I was trying to, um, get some help with it.

Speaker speaker_0: Okay. Uh, what's the last four of your social?

Speaker speaker_1: 8094.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Cornelius Mitchell.

Speaker speaker_0: Thank you. Mr. Mitchell, could you verify your address and your date of birth for me?

Speaker speaker_1: 1914 Kissing Bauer Road, Augusta, Georgia, 30904. 11/25/1982.

Speaker speaker_0: Thank you. Phone number on file we have is 706-627-0605?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. So I'm showing, it looks like you're already enrolled into insurance. Um, looks like this was from a form that you filled out back in July of last year, so you've been enrolled for a while. Um...

Speaker speaker_1: Okay. Yeah-

Speaker speaker_0: Yeah. So-

Speaker speaker_1: ... that's what I thought. I just got a message, um, and then when I spoke with the lady, uh, that Miss Yolanda there works at MAU, she was like, I need to do that.

Speaker speaker_0: Yeah, so-

Speaker speaker_1: So I know I need to call her with that.

Speaker speaker_0: that... Yeah. It's just an automated reminder, uh, that open enrollment is ending, um, this week. So if you had not already enrolled into anything or if you did, uh, if you wanted to make any changes, um, then this, this is the last week to do so. But if you're already enrolled and you don't want to make any changes, then everything will just, everything will just roll over and you don't need to do anything.

Speaker speaker_1: Okay. Um, also, um, but you wouldn't be able to help me with getting a card sent to my place, would you?

Speaker speaker_0: With the... Uh, are you talking about, like, your insurance cards?

Speaker speaker_1: Insur... Yeah. Or is it a app that I need to go through? 'Cause I wouldn't even know how to use it if I needed it.

Speaker speaker_0: Um, so, let's see. Yeah, what I can do is I can pull up copies of your ID cards and email them on over to you. Uh, we have your email on file as mitchell_ uh, looks like mitchellp133@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Yeah, I'll work on getting, uh, copies of your ID cards sent out to you. Uh, this, uh, this email will come from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. May have gotten filtered there. Uh, but you should be getting these in just a couple of minutes, and these will... uh, you can just print these out or save these, uh, save the email to your phone or whatever. And as long as the doctors can see the information on the card, they'll be able to run your insurance. Okay?

Speaker speaker_1: All right. I really appreciate it. Thank you.

Speaker speaker_0: No problem. Anything else?

Speaker speaker_1: No, sir. You've been a great help.

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

Speaker speaker_1: You do the same. Thank you.

Speaker speaker_0: You're welcome. Bye now.

Speaker speaker_1: Bye.