

## Transcript: Chris Sofield

(deactivated)-4636612496408576-5244449228537856

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Life Insurance Card. This is Chris. How can I help you today? Yes, I just need to see if I can get my insurance card sent to me. Okay. What staffing company do you work with? Work for? And the last four of your social? 6858. All right. Your first and last name? Christi... You guys may have it under Blakemore, but it's Christina. It's actually Helton now, I got married, but it may be under Blakemore. Uh, looks like we have it under Helton. Okay. All right. 'Cause that's... All right. Okay. Uh, could you verify your address and your date of birth for me, please? 3-1- of '85, and my address is 128 East Lincoln Street, Greenwood, Arkansas 72936. Thank you. The phone on file we have is 263-4527. Is that correct? No, 3527. 3527. Okay. I'll correct that. And then we have an email of ccrelia21@gmail.com? Yes. Okay. One moment. Let me check to see if the... digital ID cards are available yet. One moment. I tried. I went on the thing and tried to download them and it says it's unavailable. Hmm. Okay. Let me, let me see if I can pull them directly from the, uh, the insurance company's, like, portal- Okay. ... uh, that we have access to. One moment. Okay. Um, so your, your vision card is available through, uh... Uh, it looks like your vision card has your, your new, your married name, Helton, but your medical card still has your old name of Blakemore. Okay. Um, so I can still send you a copy of that. Um, I'm not sure if that would cause any errors or issues if you try to use that at the doctor's office or anything like that. But we'll also send an update to the insurance carriers to see if they can, uh, see if they can go ahead and try to update your, uh, your information on there as quick as possible, okay? Okay. Is my dental card the same as my insurance or my medical card, or are they different? Um, one moment. One moment. Do you mind holding for me for just a moment, please, ma'am? No, that's fine. Thank you. Um, this is <|agent|><|en|> Yes. Hey, thanks for holding. Appreciate your patience. Okay. So, um, looking at your file... Mm-hmm. And I, I had to do a little bit of research, which is why I was put... which, which was why I've had you on hold for a little bit. Um, your- Okay. It looks like your dental, uh, has been removed as part of WorkSource's changes for their up... for their open enrollment that started. Um, now, a text should have been sent out, but I do understand that your phone number was, um, was in- input incorrectly in our system, which we do apologize for that. But there should have also been an email from WorkSource directly advising that... about that change with the dental. Um, so as, as of right now- So what, they don't offer- No, no, no, it's not that they don't- They don't offer dental up there? It's not that they don't offer dental insurance. In th- they previously had set it up to where dental insurance was free for anyone for employee only if they enrolled into anything else, uh, but they have changed that to where that is now vision is free or for employee only, and they contribute that towards anything else. Um, but as part of their change, uh, they, they had... they had, uh, set it up to where anyone who, um... anyone who had dental would end up ga-... uh, would end up... When the rollover happened for the

new year, dental would be dropped, unless, unless you were to call to state that you wanted to keep your dental. That was... that was what that communication from both us and them should have been. I- Okay. I understand why you didn't... why you didn't receive the communication from us, but you still should have received a communication from WorkSource on that. Um, given that it's still open enrollment, we can just put... we can just get that, that dental set right back up for you. It's just going to be a small gap- Okay. ... in the, in the coverage for that, okay? That's fine. That's fine. But yeah, I need the dental, I'm not paying them. No, I understand. I'll go ahead and set that up. That bring... um, so we'll, we'll get that back... get, get that back running for you. Okay. Right now, I don't have a dental card for you because it, it technically- That's fine. It did lapse, it did drop at this point. Um, but give it a week or two. You should see your deductions increase to \$56.54. That is with the dental included again. Once you see that deduction happen, give it until maybe about Wednesday or Thursday of the following week, give us a call. We should be able to send a copy of the dental card then, okay? What is it now? Like, what do I pay now? So right now, without dental, it's \$42.05. Okay. Yeah, that's fine. Okay. But yeah, um, and then adding dental it's \$56.54 a week, and then, uh, right... I'll, I'll still go ahead and send you the cards that we do have, and then- Okay. ... in, in maybe about two to three weeks, give us a call back, and we can check to see if your dental coverage is active. And if it is, we'll check to see if we can get that card out to you, okay? All right. Sounds good. Thank you so much for your help. No problem. And then, um, I'll still send that email to the back office team, see if they can reach out to the carriers and make sure that your name is held on all of your... on all of your stuff, and then go from there. All right, perfect. Thank you so much for your time. No problem. Was there anything else I can help with? Nope, that's it. Thank you very much. All right. Well, if that's everything, thanks again for calling and you have a wonderful day. You too. Bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Life Insurance Card. This is Chris. How can I help you today?

Speaker speaker\_2: Yes, I just need to see if I can get my insurance card sent to me.

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: Work for?

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 6858.

Speaker speaker\_1: All right. Your first and last name?

Speaker speaker\_2: Christi-... You guys may have it under Blakemore, but it's Christina. It's actually Helton now, I got married, but it may be under Blakemore.

Speaker speaker\_1: Uh, looks like we have it under Helton.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right.

Speaker speaker\_2: 'Cause that's... All right.

Speaker speaker\_1: Okay. Uh, could you verify your address and your date of birth for me, please?

Speaker speaker\_2: 3-1- of '85, and my address is 128 East Lincoln Street, Greenwood, Arkansas 72936.

Speaker speaker\_1: Thank you. The phone on file we have is 263-4527. Is that correct?

Speaker speaker\_2: No, 3527.

Speaker speaker\_1: 3527. Okay. I'll correct that. And then we have an email of ccrelia21@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. One moment. Let me check to see if the... digital ID cards are available yet. One moment.

Speaker speaker\_2: I tried. I went on the thing and tried to download them and it says it's unavailable.

Speaker speaker\_1: Hmm. Okay. Let me, let me see if I can pull them directly from the, uh, the insurance company's, like, portal-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... uh, that we have access to. One moment. Okay. Um, so your, your vision card is available through, uh... Uh, it looks like your vision card has your, your new, your married name, Helton, but your medical card still has your old name of Blakemore.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, so I can still send you a copy of that. Um, I'm not sure if that would cause any errors or issues if you try to use that at the doctor's office or anything like that. But we'll also send an update to the insurance carriers to see if they can, uh, see if they can go ahead and try to update your, uh, your information on there as quick as possible, okay?

Speaker speaker\_2: Okay. Is my dental card the same as my insurance or my medical card, or are they different?

Speaker speaker\_1: Um, one moment. One moment. Do you mind holding for me for just a moment, please, ma'am?

Speaker speaker\_2: No, that's fine.

Speaker speaker\_1: Thank you. Um, this is <|agent|><|en|>

Speaker speaker\_3: Yes.

Speaker speaker\_1: Hey, thanks for holding. Appreciate your patience. Okay. So, um, looking at your file...

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_1: And I, I had to do a little bit of research, which is why I was put... which, which was why I've had you on hold for a little bit. Um, your-

Speaker speaker\_3: Okay.

Speaker speaker\_1: It looks like your dental, uh, has been removed as part of WorkSource's changes for their up... for their open enrollment that started. Um, now, a text should have been sent out, but I do understand that your phone number was, um, was in- input incorrectly in our system, which we do apologize for that. But there should have also been an email from WorkSource directly advising that... about that change with the dental. Um, so as, as of right now-

Speaker speaker\_3: So what, they don't offer-

Speaker speaker\_1: No, no, no, it's not that they don't-

Speaker speaker\_3: They don't offer dental up there?

Speaker speaker\_1: It's not that they don't offer dental insurance. In th- they previously had set it up to where dental insurance was free for anyone for employee only if they enrolled into anything else, uh, but they have changed that to where that is now vision is free or for employee only, and they contribute that towards anything else. Um, but as part of their change, uh, they, they had... they had, uh, set it up to where anyone who, um... anyone who had dental would end up ga-... uh, would end up... When the rollover happened for the new year, dental would be dropped, unless, unless you were to call to state that you wanted to keep your dental. That was... that was what that communication from both us and them should have been. I-

Speaker speaker\_3: Okay.

Speaker speaker\_1: I understand why you didn't... why you didn't receive the communication from us, but you still should have received a communication from WorkSource on that. Um, given that it's still open enrollment, we can just put... we can just get that, that dental set right back up for you. It's just going to be a small gap-

Speaker speaker\_3: Okay.

Speaker speaker\_1: ... in the, in the coverage for that, okay?

Speaker speaker\_3: That's fine. That's fine. But yeah, I need the dental, I'm not paying them.

Speaker speaker\_1: No, I understand. I'll go ahead and set that up. That bring... um, so we'll, we'll get that back... get, get that back running for you.

Speaker speaker\_3: Okay.

Speaker speaker\_1: Right now, I don't have a dental card for you because it, it technically-

Speaker speaker\_3: That's fine.

Speaker speaker\_1: It did lapse, it did drop at this point. Um, but give it a week or two. You should see your deductions increase to \$56.54. That is with the dental included again. Once you see that deduction happen, give it until maybe about Wednesday or Thursday of the following week, give us a call. We should be able to send a copy of the dental card then, okay?

Speaker speaker\_3: What is it now? Like, what do I pay now?

Speaker speaker\_1: So right now, without dental, it's \$42.05.

Speaker speaker\_3: Okay. Yeah, that's fine.

Speaker speaker\_1: Okay. But yeah, um, and then adding dental it's \$56.54 a week, and then, uh, right... I'll, I'll still go ahead and send you the cards that we do have, and then-

Speaker speaker\_3: Okay.

Speaker speaker\_1: ... in, in maybe about two to three weeks, give us a call back, and we can check to see if your dental coverage is active. And if it is, we'll check to see if we can get that card out to you, okay?

Speaker speaker\_3: All right. Sounds good. Thank you so much for your help.

Speaker speaker\_1: No problem. And then, um, I'll still send that email to the back office team, see if they can reach out to the carriers and make sure that your name is held on all of your... on all of your stuff, and then go from there.

Speaker speaker\_3: All right, perfect. Thank you so much for your time.

Speaker speaker\_1: No problem. Was there anything else I can help with?

Speaker speaker\_3: Nope, that's it. Thank you very much.

Speaker speaker\_1: All right. Well, if that's everything, thanks again for calling and you have a wonderful day.

Speaker speaker\_3: You too. Bye.