

Transcript: Chris Sofield

(deactivated)-4729018969964544-6318893926137856

Full Transcript

Your call may be monitored- Hello. ... or recorded for quality assurance purposes. Oh, I didn't know. I t- had texted you that said that, I thought it was 2. Thank you for calling Benefits at a Card. This is Chris. How can I help you today? Uh, yes, sir. I was wanting to know, I was want- wanted to make me a doctor's appointment and I'm supposed to have benefits with you, but I haven't received a call yet. I'm wondering could... Is there a number I can go by to s- make a doctor's appointment or... Okay. Let me, let me take a look at your file, sir. What, what staffing company do you work with? Uh, Serge. And the last four of your social? 7230. Thank you. Your first and last name? Timothy Owen. Thank you. Can you verify your address and your date of birth for me, please? Uh, address, 400 Mahadry Street, Belton, South Carolina 29627. Uh, date of birth, 08/12/'65. Thank you. We have a phone on file of 376-0262. Is that correct? Yes, sir. Okay. And we have an email on file that looks like 705432@gmail.com? Yes. All right. And the reason that you haven't received your ID cards yet is because it simply hasn't been enough time. Your policy only became effective as of yesterday, and it takes one to two weeks from the effective date for the policy and f- for the ID card to arrive. It only became effective when? Yesterday. When did it become effective? Yesterday? Yes, sir. They only became- They started handing them out last week. Yes, that's normal. Oh, last week, so- The, the deduction- Oh. So if you saw the first deduction last week, that's normal for it to become effective today, because that's how it works. Um, y- uh, so any deduction pays for the following week's insurance c- uh, coverage. Now, with that said, I've gone ahead and pulled up the, the portal to see if I have the policy information for you just yet, because the insurance company themselves can take some time to actually generate that information. It does not look like they've generated it yet. Uh, those, it can t- sometimes take u- up to 72 hours for that information to be generated. Now, if you do need to go to the doctor, you can always have them give us a call to verify eligibility. Um, but at, at this moment, I don't have a policy number or anything to give you. So what, I mean, what good is it if I went and they call you? What, what would you tell them? We, we can verify your eligibility, sir. Okay. Uh, might just have to do that then. Or you say I got to wait another week? Well, typically ID cards would, would arrive a- about a week or two after the policy's effective date. The information, however, can take up to 72 hours, in which case it's only been 24. So, if, that, you may be able to give us a call either tomorrow or Thursday to see if- Yeah. ... if the carrier has made that available yet for us to send to you via email. Okay. All right, man. Just, all right, I keep, so keep a look out on my email? Uh, yes, sir. So, you should be receiving the original ID card, um, within, uh... Okay, so let me, let me try to explain this a little bit better. So the insurance company- Yeah. Yeah. There you go. The insurance company is going to send the original ID card via email, but they will s- but from my understanding, their system automatically does that about a week or so after the policy's gone into effect, meaning that won't arrive until either next week or the

week after. However, you can give us a call... You can give us a call either Thursday, or sorry, tomorrow or Thursday, and we can check to see if the policy information has been, has been made available yet. And if it has, we can email it to you then. Okay, I gotcha. All right. I gotcha. So what I'll probably do is just, better off saying nothing. I'll probably just wait till next week, Monday or Tuesday, and try to call you back and try to get a policy number. I'm not gonna set a doctor's appointment until I get a policy number. All right, sir. Was there anything else I could help you with? No, that'll be all. Thank you. I appreciate it. You're welcome. Thanks for calling and have a good day. Mm. All right. Thanks. I want to say, hey-

Conversation Format

Speaker speaker_0: Your call may be monitored-

Speaker speaker_1: Hello.

Speaker speaker_0: ... or recorded for quality assurance purposes.

Speaker speaker_1: Oh, I didn't know. I t- had texted you that said that, I thought it was 2.

Speaker speaker_0: Thank you for calling Benefits at a Card. This is Chris. How can I help you today?

Speaker speaker_1: Uh, yes, sir. I was wanting to know, I was want- wanted to make me a doctor's appointment and I'm supposed to have benefits with you, but I haven't received a call yet. I'm wondering could... Is there a number I can go by to s- make a doctor's appointment or...

Speaker speaker_0: Okay. Let me, let me take a look at your file, sir. What, what staffing company do you work with?

Speaker speaker_1: Uh, Serge.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 7230.

Speaker speaker_0: Thank you. Your first and last name?

Speaker speaker_1: Timothy Owen.

Speaker speaker_0: Thank you. Can you verify your address and your date of birth for me, please?

Speaker speaker_1: Uh, address, 400 Mahadry Street, Belton, South Carolina 29627. Uh, date of birth, 08/12/65.

Speaker speaker_0: Thank you. We have a phone on file of 376-0262. Is that correct?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. And we have an email on file that looks like 705432@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And the reason that you haven't received your ID cards yet is because it simply hasn't been enough time. Your policy only became effective as of yesterday, and it takes one to two weeks from the effective date for the policy and f- for the ID card to arrive.

Speaker speaker_1: It only became effective when?

Speaker speaker_0: Yesterday.

Speaker speaker_1: When did it become effective? Yesterday?

Speaker speaker_0: Yes, sir. They only became-

Speaker speaker_1: They started handing them out last week.

Speaker speaker_0: Yes, that's normal.

Speaker speaker_1: Oh, last week, so-

Speaker speaker_0: The, the deduction-

Speaker speaker_1: Oh.

Speaker speaker_0: So if you saw the first deduction last week, that's normal for it to become effective today, because that's how it works. Um, y- uh, so any deduction pays for the following week's insurance c- uh, coverage. Now, with that said, I've gone ahead and pulled up the, the portal to see if I have the policy information for you just yet, because the insurance company themselves can take some time to actually generate that information. It does not look like they've generated it yet. Uh, those, it can t- sometimes take u- up to 72 hours for that information to be generated. Now, if you do need to go to the doctor, you can always have them give us a call to verify eligibility. Um, but at, at this moment, I don't have a policy number or anything to give you.

Speaker speaker_1: So what, I mean, what good is it if I went and they call you? What, what would you tell them?

Speaker speaker_0: We, we can verify your eligibility, sir.

Speaker speaker_1: Okay. Uh, might just have to do that then. Or you say I got to wait another week?

Speaker speaker_0: Well, typically ID cards would, would arrive a- about a week or two after the policy's effective date. The information, however, can take up to 72 hours, in which case it's only been 24. So, if, that, you may be able to give us a call either tomorrow or Thursday to see if-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... if the carrier has made that available yet for us to send to you via email.

Speaker speaker_1: Okay. All right, man. Just, all right, I keep, so keep a look out on my email?

Speaker speaker_0: Uh, yes, sir. So, you should be receiving the original ID card, um, within, uh... Okay, so let me, let me try to explain this a little bit better. So the insurance company-

Speaker speaker_1: Yeah. Yeah. There you go.

Speaker speaker_0: The insurance company is going to send the original ID card via email, but they will s- but from my understanding, their system automatically does that about a week or so after the policy's gone into effect, meaning that won't arrive until either next week or the week after. However, you can give us a call... You can give us a call either Thursday, or sorry, tomorrow or Thursday, and we can check to see if the policy information has been, has been made available yet. And if it has, we can email it to you then.

Speaker speaker_1: Okay, I gotcha. All right. I gotcha. So what I'll probably do is just, better off saying nothing. I'll probably just wait till next week, Monday or Tuesday, and try to call you back and try to get a policy number. I'm not gonna set a doctor's appointment until I get a policy number.

Speaker speaker_0: All right, sir. Was there anything else I could help you with?

Speaker speaker_1: No, that'll be all. Thank you. I appreciate it.

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

Speaker speaker_1: Mm. All right. Thanks.

Speaker speaker_2: I want to say, hey-