

Transcript: Chris Sofield

(deactivated)-4832581985026048-4783366021890048

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for this is Chris, how can I help you today? Uh yeah, I had, um, enrolled with you guys at the beginning of the year. Um, or re-enrolled. Um, and I... Get some information to use my benefits. Okay. What staffing company do you work with? Megaforce Staffing in Pinehurst Southern Pines, North Carolina. And the last four of your social? Um, six three two six. And your first and last name? Matthew Cummings. Thank you. Mr. Cummings could you verify your address and your date of birth for me please? Uh, 1010 John Russell Road, Raeford North Carolina, two eight three seven six. Birthdate ten twelve ninety-one. All right. And the... We have the phone on file a four seven two two one five four four one zero. Is that correct? Yes. Mm-hmm. And email is matthewcummings@ymail.com, is that also correct? Yes. Okay. Uh. All right. I show it looks like... Yeah. L- uh, looks like everything rolled over to the, uh, for when open enrollment started up. So- Mm-hmm. ... if you have your old ID cards, then it's, it's the s- it's still the same information. There has been no change to that. Mm-hmm. Think I have it but I never used it last year so I'm not sure where it is. I was going to see if I could just write down maybe the numbers that I would need. Okay. Um, one moment. Okay what I should actually be able to do for you is email- Okay. ... copies of each ID car- of your two ID cards over to you. Uh, to go ahead and get that information over as quickly as possible. Um- Yeah, that'd be perfect. All right. So I'll go ahead and start setting that up for you. Um, this email will be coming from info@benefitsonacard.com. If you don't see this in your inbox- Uh-huh. ... just check your spam folder. Might have gotten filtered- Mm-hmm. ... there. Uh, just get, um... Once you receive that email just, uh, you can download PDF, print it off, however you feel like you need to do it. Um, but as long as the informa- Mm-hmm. As long as the information's visible when you go, uh, to the doctor's when you go there. Uh, you'll, you're, you should be able to g- uh, you should be able to use your insurance. All right great. Thank you so much. That's, that's perfect. No problem. Was there anything else I could help you with? Nope, that's it. All right. Well, if that's everything, thanks again for calling and you have a wonderful day. You as well. Thank you. You're welcome. Bye now. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for this is Chris, how can I help you today?

Speaker speaker_2: Uh yeah, I had, um, enrolled with you guys at the beginning of the year. Um, or re-enrolled. Um, and I... Get some information to use my benefits.

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

Speaker speaker_2: Megaforce Staffing in Pinehurst Southern Pines, North Carolina.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: Um, six three two six.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Matthew Cummings.

Speaker speaker_1: Thank you. Mr. Cummings could you verify your address and your date of birth for me please?

Speaker speaker_2: Uh, 1010 John Russell Road, Raeford North Carolina, two eight three seven six. Birthdate ten twelve ninety-one.

Speaker speaker_1: All right. And the... We have the phone on file a four seven two two one five four four one zero. Is that correct?

Speaker speaker_2: Yes. Mm-hmm.

Speaker speaker_1: And email is matthewcummings@ymail.com, is that also correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Uh. All right. I show it looks like... Yeah. L- uh, looks like everything rolled over to the, uh, for when open enrollment started up. So-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... if you have your old ID cards, then it's, it's the s- it's still the same information. There has been no change to that.

Speaker speaker_2: Mm-hmm. Think I have it but I never used it last year so I'm not sure where it is. I was going to see if I could just write down maybe the numbers that I would need.

Speaker speaker_1: Okay. Um, one moment. Okay what I should actually be able to do for you is email-

Speaker speaker_2: Okay.

Speaker speaker_1: ... copies of each ID card- of your two ID cards over to you. Uh, to go ahead and get that information over as quickly as possible. Um-

Speaker speaker_2: Yeah, that'd be perfect.

Speaker speaker_1: All right. So I'll go ahead and start setting that up for you. Um, this email will be coming from info@benefitsonacard.com. If you don't see this in your inbox-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... just check your spam folder. Might have gotten filtered-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... there. Uh, just get, um... Once you receive that email just, uh, you can download PDF, print it off, however you feel like you need to do it. Um, but as long as the informa-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: As long as the information's visible when you go, uh, to the doctor's when you go there. Uh, you'll, you're, you should be able to g- uh, you should be able to use your insurance.

Speaker speaker_2: All right great. Thank you so much. That's, that's perfect.

Speaker speaker_1: No problem. Was there anything else I could help you with?

Speaker speaker_2: Nope, that's it.

Speaker speaker_1: All right. Well, if that's everything, thanks again for calling and you have a wonderful day.

Speaker speaker_2: You as well. Thank you.

Speaker speaker_1: You're welcome. Bye now.

Speaker speaker_2: Bye.