

Transcript: Chris Sofield

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Full Transcript

You can call Benefits in a Card, this is Chris. May I help you today? Hey, how are you? I have my kids at the dentist today, and I don't have any of the information. Can you help me with that? Yeah, I should be able to help out with that. What staffing company do you work with? Hi. Give me one second. BG1... Um, BGSS5. Al Cali- Can I ask for your social? We gotta be somewhere talking. Sorry, we got a kid that's challenging. Yeah, let me see if she is out 'cause we have a meeting at 2:30, and I have another meeting call. So give me one second. Okay, I'm sorry. Central Fire Protection- Can I ask for your social? Do you have time to talk? 7535. I will. I'm busy, one second. And your first and last name? Myrna McDonald. Thank you. Thank you. Thank you for answering so quickly. No problem. I'm, like, trying to do eight things at once. I understand. Ms. McDonald, could you verify your address and your date of birth for me? April 23rd, 1980, 164 Robles Way. I don't know if you guys got 10 Beverly Drive or 164 Robles Way, Vallejo, California 94591. We have 10 Beverly Drive. That is my home but not my mailing. Okay. Uh, what's the mailing address again? 164 Robles Way, R-O-B-L-E-S Way, Apartment 198, Vallejo, California 94591. Okay, thank you. And we have a phone number on file for you as 70- 707-400-9518. Yes. Okay. And then we ask that- I'm not trying to rush. My son is in the chair. It's mmmcdonalddavis@gmail.com. Okay. Okay. What I can do for you, ma'am, I can email a copy of that dental card directly on over to you. Can you? That will be amazing. How long will it be? You shou- you should get that within just a couple of minutes here. Um, should be coming from info@benefitsandacard.com. If you don't see it in your inbox, just check your spam folder. I got a question, though. Excuse my ignorance. Um, I never had... Uh, this is my first time being with a temp agency. Is this like normal, um, benefits or is it, like, infomercial type of benefits? Like, I don't know, like a HMO PPO or something? Um, so as far as the medical, it's... Uh, medical is called a limited benefit plan. Um, it's gonna cover like up to a dollar amount for your insurance coverage, like for your, for any services rendered, um, and you're- Mm-hmm. ... just responsible for whatever's left. Dental- Okay. ... is a little bit more straightforward. That's just a, that's just a standard PPO dental plan. Okay, so they pay whatever and then I pay the difference. Correct. I believe it's... You have a \$50 deductible. They pay 80%, you pay 20% after that. Oh, hell yeah. Thank you so much. I heart you. Thank you so much. I'll check my email. No problem. All right. Thanks for calling. Have a good day.

Conversation Format

Speaker speaker_0: You can call Benefits in a Card, this is Chris. May I help you today?

Speaker speaker_1: Hey, how are you? I have my kids at the dentist today, and I don't have any of the information. Can you help me with that?

Speaker speaker_0: Yeah, I should be able to help out with that. What staffing company do you work with?

Speaker speaker_1: Hi. Give me one second. BG1... Um, BGSS5.

Speaker speaker_2: Al Cali-

Speaker speaker_0: Can I ask for your social?

Speaker speaker_2: We gotta be somewhere talking. Sorry, we got a kid that's challenging.

Speaker speaker_1: Yeah, let me see if she is out 'cause we have a meeting at 2:30, and I have another meeting call. So give me one second. Okay, I'm sorry. Central Fire Protection-

Speaker speaker_0: Can I ask for your social?

Speaker speaker_1: Do you have time to talk? 7535.

Speaker speaker_3: I will. I'm busy, one second.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Myrna McDonald.

Speaker speaker_0: Thank you.

Speaker speaker_1: Thank you. Thank you for answering so quickly.

Speaker speaker_0: No problem.

Speaker speaker_1: I'm, like, trying to do eight things at once.

Speaker speaker_0: I understand. Ms. McDonald, could you verify your address and your date of birth for me?

Speaker speaker_1: April 23rd, 1980, 164 Robles Way. I don't know if you guys got 10 Beverly Drive or 164 Robles Way, Vallejo, California 94591.

Speaker speaker_0: We have 10 Beverly Drive.

Speaker speaker_1: That is my home but not my mailing.

Speaker speaker_0: Okay. Uh, what's the mailing address again?

Speaker speaker_1: 164 Robles Way, R-O-B-L-E-S Way, Apartment 198, Vallejo, California 94591.

Speaker speaker_0: Okay, thank you. And we have a phone number on file for you as 70-

Speaker speaker_1: 707-400-9518. Yes.

Speaker speaker_0: Okay. And then we ask that-

Speaker speaker_1: I'm not trying to rush. My son is in the chair. It's mmmcdonalddavis@gmail.com.

Speaker speaker_0: Okay. Okay. What I can do for you, ma'am, I can email a copy of that dental card directly on over to you.

Speaker speaker_1: Can you? That will be amazing. How long will it be?

Speaker speaker_0: You shou- you should get that within just a couple of minutes here. Um, should be coming from info@benefitsandacard.com. If you don't see it in your inbox, just check your spam folder.

Speaker speaker_1: I got a question, though. Excuse my ignorance. Um, I never had... Uh, this is my first time being with a temp agency. Is this like normal, um, benefits or is it, like, infomercial type of benefits? Like, I don't know, like a HMO PPO or something?

Speaker speaker_0: Um, so as far as the medical, it's... Uh, medical is called a limited benefit plan. Um, it's gonna cover like up to a dollar amount for your insurance coverage, like for your, for any services rendered, um, and you're-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... just responsible for whatever's left. Dental-

Speaker speaker_1: Okay.

Speaker speaker_0: ... is a little bit more straightforward. That's just a, that's just a standard PPO dental plan.

Speaker speaker_1: Okay, so they pay whatever and then I pay the difference.

Speaker speaker_0: Correct. I believe it's... You have a \$50 deductible. They pay 80%, you pay 20% after that.

Speaker speaker_1: Oh, hell yeah. Thank you so much. I heart you. Thank you so much. I'll check my email.

Speaker speaker_0: No problem. All right. Thanks for calling. Have a good day.