

## **Transcript: Chris Sofield**

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### **Full Transcript**

This call may be monitored or recorded for quality assurance purposes. Hello, good afternoon. Can I speak with Juana Darden? This is she. Hi, Ms. Darden. My name is Chris. I'm with Benefits and a Card calling on behalf of ATC C- uh, CBH. How are you doing? Mm-hmm. I'm good, and yourself? I'm doing well, thank you. Uh, before we continue, this call is being recorded for quality assurance and training purposes. I'm calling- Mm-hmm. ... regarding the voicemail you left with us, uh, requesting to, uh, go ahead and se- fill out with, uh, your enrollment form for your benefits. Um, I think I got it to send 'cause if, if, if, if, first it wouldn't, I couldn't email it. Okay. Um, let's see. I'm not seeing that we've received anything a- as of yet. But I do see here that we already have an enrollment on file for you. Mm-hmm. Looks like for the State Health Preventative Care Plan along with Life, Disability, Illness and Accident. The new form that you, uh, that you submitted, was it anything different than that? Um, yeah, I just added to the, um, preventative, um, my, my spouse. Okay, you added your spouse to your preventive care plan. Okay. Mm-hmm. Like I said, we don't, we don't have that document yet, but if you want, I can go ahead and process that now and get your spouse's information into the system. How long will it take? Uh, just a couple of minutes at most. Okay, that's fine. All right. Uh, just to confirm, uh, upgrading the preventative to 30- uh, to, uh, you and spouse brings your total to 32.34. You authorize ATC to make those deductions? Yes. Got it. And then let's get your spouse added on here. What's their first and last name? Eric, E-R-I-C Darden. Got it. Do you have a Social? Mm. If you don't, that's fine. You can always call us back with that. I know the last four. Unfortunately, I'd need the full thing- ... um, for, for him. But yeah, just, you can give, give us a call back. We're here Monday through Friday 8:00 to 8:00. Okay. All right, and then, uh, what's his date of birth? 10/19/65. 65, got it. All right, so, um, we'll go ahead and set that up. Gonna take about a week or two for everything to process. Once processing is complete, you should start seeing those deductions coming out of your checks. Monday following the first deduction was when that coverage should increase. You should get a new ID card showing that it's for you and spouse as well. Okay? Mm-hmm. All right, and that's everything I needed to get that done for you. Anything else? That's it. All right, thanks again for taking the time to speak with me. You have a wonderful day. You too. Bye-bye. Bye now.

### **Conversation Format**

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

Speaker speaker\_1: Hello, good afternoon. Can I speak with Juana Darden?

Speaker speaker\_2: This is she.

Speaker speaker\_1: Hi, Ms. Darden. My name is Chris. I'm with Benefits and a Card calling on behalf of ATC C- uh, CBH. How are you doing?

Speaker speaker\_2: Mm-hmm. I'm good, and yourself?

Speaker speaker\_1: I'm doing well, thank you. Uh, before we continue, this call is being recorded for quality assurance and training purposes. I'm calling-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... regarding the voicemail you left with us, uh, requesting to, uh, go ahead and se- fill out with, uh, your enrollment form for your benefits.

Speaker speaker\_2: Um, I think I got it to send 'cause if, if, if, if, first it wouldn't, I couldn't email it.

Speaker speaker\_1: Okay. Um, let's see. I'm not seeing that we've received anything a- as of yet. But I do see here that we already have an enrollment on file for you.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Looks like for the State Health Preventative Care Plan along with Life, Disability, Illness and Accident. The new form that you, uh, that you submitted, was it anything different than that?

Speaker speaker\_2: Um, yeah, I just added to the, um, preventative, um, my, my spouse.

Speaker speaker\_1: Okay, you added your spouse to your preventive care plan. Okay.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Like I said, we don't, we don't have that document yet, but if you want, I can go ahead and process that now and get your spouse's information into the system.

Speaker speaker\_2: How long will it take?

Speaker speaker\_1: Uh, just a couple of minutes at most.

Speaker speaker\_2: Okay, that's fine.

Speaker speaker\_1: All right. Uh, just to confirm, uh, upgrading the preventative to 30- uh, to, uh, you and spouse brings your total to 32.34. You authorize ATC to make those deductions?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Got it. And then let's get your spouse added on here. What's their first and last name?

Speaker speaker\_2: Eric, E-R-I-C Darden.

Speaker speaker\_1: Got it. Do you have a Social?

Speaker speaker\_2: Mm.

Speaker speaker\_1: If you don't, that's fine. You can always call us back with that.

Speaker speaker\_2: I know the last four.

Speaker speaker\_1: Unfortunately, I'd need the full thing- ... um, for, for him. But yeah, just, you can give, give us a call back. We're here Monday through Friday 8:00 to 8:00.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right, and then, uh, what's his date of birth?

Speaker speaker\_2: 10/19/65.

Speaker speaker\_1: 65, got it. All right, so, um, we'll go ahead and set that up. Gonna take about a week or two for everything to process. Once processing is complete, you should start seeing those deductions coming out of your checks. Monday following the first deduction was when that coverage should increase. You should get a new ID card showing that it's for you and spouse as well. Okay?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: All right, and that's everything I needed to get that done for you. Anything else?

Speaker speaker\_2: That's it.

Speaker speaker\_1: All right, thanks again for taking the time to speak with me. You have a wonderful day.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Bye now.