

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Hi, my name is Elizabeth Suza and I'm calling, uh, because I am trying to figure out if I am eligible to use my insurance or not yet. I have been- Okay. ... with, um, the place that I'm at for a month tomorrow, but I have not yet received a benefit card or anything like that. Okay. Let me take a look at your file. Uh, what staffing company are you with? I'm with NAU. And last four of your Social? 5405. Thank you. All right, Ms. Suza, could you verify your address and your date of birth for me? Yes. 189 Wehadkee Creek Road, and that's spelled W-E-H-A-D-K-E-E Creek Road, LaGrange, Georgia 30240, and, uh, my, uh, date of birth is 6/3/98. All right, and then we have a phone on file for you at 706-415-2071. Is that correct? Yes, sir. And then an email on file of elizabethsuza98@Yahoo.com? Yes, sir. Got it. Just a moment. All right, so yeah, you wouldn't have received your ID card just yet. Your policy only went into effect this Monday on the 18th. It typically takes, um, up to one to two weeks for the ID card to actually arrive. So it just simply hasn't been enough time yet. Um, however, it does look like a copy of the ID card is available online. I can email that to you, okay? Okay, email it to me? Yes, ma'am. Okay, perfect. Yeah, 'cause I- All right. ... got another today and I'm running a really high fever, so. No, I understand, ma'am. So yeah, we'll, we'll get that out to you. This email is gonna come from info@benefitsandacard.com. You don't see this in your inbox, check your spam folder. You should get this in just a couple minutes here, okay? Okay, awesome. One more thing. Um, do you know, with going to urgent care, about the fee that I would have to pay? Urgent care copay should be \$60, I believe. Let me double-check that. Okay. Yes, urgent care is, urgent care is a \$60 copay. Okay. All right, thank you very much. You're welcome. Anything else? No, sir, that would be all. All right, thanks for calling and have a good day. You as well. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Hi, my name is Elizabeth Suza and I'm calling, uh, because I am trying to figure out if I am eligible to use my insurance or not yet. I have been-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... with, um, the place that I'm at for a month tomorrow, but I have not yet received a benefit card or anything like that.

Speaker speaker\_1: Okay. Let me take a look at your file. Uh, what staffing company are you with?

Speaker speaker\_2: I'm with NAU.

Speaker speaker\_1: And last four of your Social?

Speaker speaker\_2: 5405.

Speaker speaker\_1: Thank you. All right, Ms. Suza, could you verify your address and your date of birth for me?

Speaker speaker\_2: Yes. 189 Wehadkee Creek Road, and that's spelled W-E-H-A-D-K-E-E Creek Road, LaGrange, Georgia 30240, and, uh, my, uh, date of birth is 6/3/98.

Speaker speaker\_1: All right, and then we have a phone on file for you at 706-415-2071. Is that correct?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And then an email on file of elizabethsuza98@Yahoo.com?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Got it. Just a moment. All right, so yeah, you wouldn't have received your ID card just yet. Your policy only went into effect this Monday on the 18th. It typically takes, um, up to one to two weeks for the ID card to actually arrive. So it just simply hasn't been enough time yet. Um, however, it does look like a copy of the ID card is available online. I can email that to you, okay?

Speaker speaker\_2: Okay, email it to me?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay, perfect. Yeah, 'cause I-

Speaker speaker\_1: All right.

Speaker speaker\_2: ... got another today and I'm running a really high fever, so.

Speaker speaker\_1: No, I understand, ma'am. So yeah, we'll, we'll get that out to you. This email is gonna come from info@benefitsandacard.com. You don't see this in your inbox, check your spam folder. You should get this in just a couple minutes here, okay?

Speaker speaker\_2: Okay, awesome. One more thing. Um, do you know, with going to urgent care, about the fee that I would have to pay?

Speaker speaker\_1: Urgent care copay should be \$60, I believe. Let me double-check that.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yes, urgent care is, urgent care is a \$60 copay.

Speaker speaker\_2: Okay. All right, thank you very much.

Speaker speaker\_1: You're welcome. Anything else?

Speaker speaker\_2: No, sir, that would be all.

Speaker speaker\_1: All right, thanks for calling and have a good day.

Speaker speaker\_2: You as well. Bye-bye.