

Transcript: Chris Sofield

(deactivated)-5220435343917056-5133886484856832

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, Chris. I'm with, uh, my husband, uh, Maximiliano Esparza, and we were wanting to get him and our children enrolled in, um, insurance benefits. Okay. Um, is he available at this time? Yes, he's right here. Yes, I'm right here. Okay. All right, sir. Uh, what staffing company do you work with? It's, uh, SIA and Morales Group. Morales Group? Okay. And the last four of your Social? Uh, one second... Um, it's, uh... Oh, one second. It's 3095. Okay. All right, Mr. Esparza, could you verify- Three, zero... Say what? All right. All right, Mr. Esparza, could you please verify- Yes. ... your address and your date of birth? So, uh, my address is 510 God's Plan Road, Mulberry, Indiana. The postal code is 46058. And my date of birth is June 23rd, 1993. Okay, thank you. Uh, we have a phone number on file of 702-3206. Is that correct? No. Okay. What's the correct number then? It's 389-1149. Thank you. And... All right, and then you said you wanted to enroll into coverage for you and your children. Um, did you have an idea of what kind of plan you wanted to enroll into? Uh, yes. Uh, one second. It'll be the... VIP Classic. The VIP Classic. And then, uh, Vision and Dental. And Vision and Dental. Okay. Mm-hmm. Oh, okay. Uh, one moment. All right, and this is for you and children or you and the whole family? You, me and the children. Okay, just you and the children? Yes. All right. VIP Classic Dental and Vision would total out to \$45.96 per week. All right. Okay. So, um, here's what we'll do 'cause our system is showing, um, multiple hire dates on file, one from r- one recent and then one, uh, few years old. Uh, and because of that, we do need to manually verify your eligibility as automatic e- eligibility verification is, uh, is unavailable at this point, um, just because of the presence of the old hire date. So, I'm going to send your file over to our eligibility team. They're going to review it. Um, give us about one to two business days to review everything, um, to see, to just verify that we can go ahead and get you enrolled. Okay. Once I hear back from them, I'll give you a call back to, uh, let you know that we can go ahead and set that enrollment up and then gather your children's information to make sure that we can get them on there. Um, just make sure if you have, uh, their first and last names, their dates of birth, and their Social Security numbers. Okay? Okay, sounds good. All right then. Was there anything else I could help you with? Uh, no, I think that would be it though. So you will call back to this phone number? Uh, yeah, the, the one that you've... Uh- ... the one that you've given me, the end again, 1149. Okay, sounds good. Can I give you another one just in case? Uh... Uh, yes. Okay. So it would be, uh, 765- Mm-hmm. ... 429- Mm-hmm. ... 75 13. ... 13. 13. Got it. All right. We'll go ahead and, uh, we'll go ahead and start working on that review. Like I said, as soon as I hear back from them, I'll give you a call back. Thank you so much. Have a good day. Oh, you're welcome. Thank... You as well. Thanks for calling. 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 calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. I'm with, uh, my husband, uh, Maximiliano Esparza, and we were wanting to get him and our children enrolled in, um, insurance benefits.

Speaker speaker_1: Okay. Um, is he available at this time?

Speaker speaker_2: Yes, he's right here.

Speaker speaker_3: Yes, I'm right here.

Speaker speaker_1: Okay. All right, sir. Uh, what staffing company do you work with?

Speaker speaker_3: It's, uh, SIA and Morales Group.

Speaker speaker_1: Morales Group? Okay. And the last four of your Social?

Speaker speaker_3: Uh, one second... Um, it's, uh... Oh, one second. It's 3095.

Speaker speaker_1: Okay. All right, Mr. Esparza, could you ver-

Speaker speaker_3: Three, zero... Say what?

Speaker speaker_1: All right. All right, Mr. Esparza, could you please verify-

Speaker speaker_3: Yes.

Speaker speaker_1: ... your address and your date of birth?

Speaker speaker_3: So, uh, my address is 510 God's Plan Road, Mulberry, Indiana. The postal code is 46058. And my date of birth is June 23rd, 1993.

Speaker speaker_1: Okay, thank you. Uh, we have a phone number on file of 702-3206. Is that correct?

Speaker speaker_3: No.

Speaker speaker_1: Okay. What's the correct number then?

Speaker speaker_3: It's 389-1149.

Speaker speaker_1: Thank you. And... All right, and then you said you wanted to enroll into coverage for you and your children. Um, did you have an idea of what kind of plan you wanted to enroll into?

Speaker speaker_3: Uh, yes. Uh, one second. It'll be the...

Speaker speaker_2: VIP Classic.

Speaker speaker_3: The VIP Classic.

Speaker speaker_2: And then, uh, Vision and Dental.

Speaker speaker_3: And Vision and Dental.

Speaker speaker_2: Okay. Mm-hmm.

Speaker speaker_1: Oh, okay. Uh, one moment. All right, and this is for you and children or you and the whole family?

Speaker speaker_3: You, me and the children.

Speaker speaker_1: Okay, just you and the children?

Speaker speaker_3: Yes.

Speaker speaker_1: All right. VIP Classic Dental and Vision would total out to \$45.96 per week. All right. Okay. So, um, here's what we'll do 'cause our system is showing, um, multiple hire dates on file, one from r- one recent and then one, uh, few years old. Uh, and because of that, we do need to manually verify your eligibility as automatic e- eligibility verification is, uh, is unavailable at this point, um, just because of the presence of the old hire date. So, I'm going to send your file over to our eligibility team. They're going to review it. Um, give us about one to two business days to review everything, um, to see, to just verify that we can go ahead and get you enrolled.

Speaker speaker_3: Okay.

Speaker speaker_1: Once I hear back from them, I'll give you a call back to, uh, let you know that we can go ahead and set that enrollment up and then gather your children's information to make sure that we can get them on there. Um, just make sure if you have, uh, their first and last names, their dates of birth, and their Social Security numbers. Okay?

Speaker speaker_3: Okay, sounds good.

Speaker speaker_1: All right then. Was there anything else I could help you with?

Speaker speaker_3: Uh, no, I think that would be it though. So you will call back to this phone number?

Speaker speaker_1: Uh, yeah, the, the one that you've...

Speaker speaker_3: Uh-

Speaker speaker_1: ... the one that you've given me, the end again, 1149.

Speaker speaker_3: Okay, sounds good. Can I give you another one just in case? Uh...

Speaker speaker_1: Uh, yes.

Speaker speaker_3: Okay. So it would be, uh, 765-

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: ... 429-

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: ... 75

Speaker speaker_2: 13.

Speaker speaker_3: ... 13.

Speaker speaker_1: 13. Got it. All right. We'll go ahead and, uh, we'll go ahead and start working on that review. Like I said, as soon as I hear back from them, I'll give you a call back.

Speaker speaker_3: Thank you so much. Have a good day.

Speaker speaker_1: Oh, you're welcome. Thank... You as well. Thanks for calling. Bye now.

Speaker speaker_3: Bye.