

## **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 0000. Go ahead? Hi. Yes. I was calling because, um, I was charged for the insurance already, but I still haven't received anything. So I was wondering if there's, um, a, somewhere where I need to log in so I can get the insurance card and stuff? Okay. What staffing company do you work with? DG Personal. And the last four of your Social? 636-40-1746. I just needed the last four, ma'am, so 1746. Oh. 1746. Sorry, I didn't hear that. No, you're fine. Oh, and then your first and last name? Diana Estrada. Thank you. Ms. Estrada, could you verify your address and your date of birth for me, please? Yes. 13596 Pinewood Village Drive, Conroe, Texas 77302. May 19, 1981. Thank you. Phone on file, we have a 713-382-4388. Is that correct? Correct. Yes. And email of diana2estrada at gmail.com? Yes. Okay. Um, you haven't received any ID cards at all yet? I received the dental ones only. Okay. You didn't s-... you didn't receive anything from 90 Degree Benefits for your- Mm-mm. ... for the medical policy? Mm-mm. No. Uh-uh. Okay. All right, then. So what I'll do then, seeing as that's the one that you're missing, I'll send a-... I'll send you a copy of that card via email to go ahead and- Yes. ... get that out to you as quickly as possible. Yes, please. Um, the email will be coming from info at benefits in a card dot com. If you don't see this- Oh. ... in your inbox, just check your spam folder. It might have gotten filtered there. You should be getting this in just a couple of minutes here. Okay? Yes. Okay. All right. Was there anything else I could help you with? Um, so can I go to any doctor, or how does it work? You, uh, you will have to follow the network, which is MultiPlan. On the ID card I'm sending you as well as in the email itself, there will be a phone number and a website for you to locate those participating providers. All right. Thank you. No problem. Anything else? That's it. No. All right. Thanks again for calling, and have a wonderful day. You too. Bye-bye. Bye now.

### **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 0000. Go ahead?

Speaker speaker\_2: Hi. Yes. I was calling because, um, I was charged for the insurance already, but I still haven't received anything. So I was wondering if there's, um, a, somewhere where I need to log in so I can get the insurance card and stuff?

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: DG Personal.

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

Speaker speaker\_2: 636-40-1746.

Speaker speaker\_1: I just needed the last four, ma'am, so 1746.

Speaker speaker\_2: Oh. 1746. Sorry, I didn't hear that.

Speaker speaker\_1: No, you're fine. Oh, and then your first and last name?

Speaker speaker\_2: Diana Estrada.

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

Speaker speaker\_2: Yes. 13596 Pinewood Village Drive, Conroe, Texas 77302. May 19, 1981.

Speaker speaker\_1: Thank you. Phone on file, we have a 713-382-4388. Is that correct?

Speaker speaker\_2: Correct. Yes.

Speaker speaker\_1: And email of diana2estrada at gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Um, you haven't received any ID cards at all yet?

Speaker speaker\_2: I received the dental ones only.

Speaker speaker\_1: Okay. You didn't s-... you didn't receive anything from 90 Degree Benefits for your-

Speaker speaker\_2: Mm-mm.

Speaker speaker\_1: ... for the medical policy?

Speaker speaker\_2: Mm-mm. No. Uh-uh.

Speaker speaker\_1: Okay. All right, then. So what I'll do then, seeing as that's the one that you're missing, I'll send a... I'll send you a copy of that card via email to go ahead and-

Speaker speaker\_2: Yes.

Speaker speaker\_1: ... get that out to you as quickly as possible.

Speaker speaker\_2: Yes, please.

Speaker speaker\_1: Um, the email will be coming from info at benefits in a card dot com. If you don't see this-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... in your inbox, just check your spam folder. It might have gotten filtered there. You should be getting this in just a couple of minutes here. Okay?

Speaker speaker\_2: Yes. Okay.

Speaker speaker\_1: All right. Was there anything else I could help you with?

Speaker speaker\_2: Um, so can I go to any doctor, or how does it work?

Speaker speaker\_1: You, uh, you will have to follow the network, which is MultiPlan. On the ID card I'm sending you as well as in the email itself, there will be a phone number and a website for you to locate those participating providers.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: No problem. Anything else?

Speaker speaker\_2: That's it. No.

Speaker speaker\_1: All right. Thanks again for calling, and have a wonderful day.

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

Speaker speaker\_1: Bye now.