

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling... This is Chris. How can I help you? Hey, how you doin', Chris? My name is Kenneth Griffin . I have a question. Okay, how can I help you? The question I... Yeah, the question I have is I had added my wife where she was gripping on to my coverage. I want to know if, if it had been accepted. Okay. What, uh, what staffing company do you work with? Uh, MAU. And the last four of your Social? 1657. All right, and your first and last name? Kenneth Griffin. Thank you. Mr. Griffin, can you verify your address and date of birth for me? Uh, 10194 A Proctor Lawn 29687, 10/04/1978. Okay, thank you. And then, uh, your date of birth? Uh, date of birth is 10/04/1978. Thank you. All right, and then we have a phone number on file of 315-7303. Is that correct? Correct. All right, yes, sir. I do show a pending coverage change to... From employee and child to employee and family. That's still pending at this time. It's still, it's still pending? So- Yes. ... what, what, what, what, what health, what health coverage did they go up on? Is it going to go up on the same one, my dental and life up under? Yes, your... So, so, the only thing that changed with your insurance, is the fact that you added your wife to the policy. Your, your policies themselves did not change. Okay, okay. So, so, so why... So, why don't I have health coverage with my, with myself or with my daughter? It just shows dental and life. Mm, no, you... I show that you have the Stay Healthy Preventative Care Plan along with dental and life. Now, what it... What it may be is that dental and life are under one carrier, but your medical is under a different carrier. It's not the same one. Okay, okay. Oh, this, this is different. Okay, I didn't, I didn't understand. So, you're saying, you all are just sending out plastic cards with a medical up on it? Yeah, so, so it's a different, it's a different ID card and a different, like, a different company entirely for the medical that you've enrolled into. That plan's going to be through a company called 90 Degree Benefits. Um, once you... Once the policy goes into effect, which should be the Monday following the first, uh, deduction of 33.67, um, you should receive an ID card about a week or two after that for like... The new one that shows that it's for the whole family, um, and that should have all the information to keep you with that plan. Okay. Okay, all right. Appreciate your, appreciate your help. No problem. Anything else? That'll be it. All right, thanks again for calling and have a good day. Thank you.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling... This is Chris. How can I help you?

Speaker speaker\_2: Hey, how you doin', Chris? My name is Kenneth Griffin . I have a question.

Speaker speaker\_1: Okay, how can I help you?

Speaker speaker\_2: The question I... Yeah, the question I have is I had added my wife where she was gripping on to my coverage. I want to know if, if it had been accepted.

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

Speaker speaker\_2: Uh, MAU.

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

Speaker speaker\_2: 1657.

Speaker speaker\_1: All right, and your first and last name?

Speaker speaker\_2: Kenneth Griffin.

Speaker speaker\_1: Thank you. Mr. Griffin, can you verify your address and date of birth for me?

Speaker speaker\_2: Uh, 10194 A Proctor Lawn 29687, 10/04/1978.

Speaker speaker\_1: Okay, thank you. And then, uh, your date of birth?

Speaker speaker\_2: Uh, date of birth is 10/04/1978.

Speaker speaker\_1: Thank you. All right, and then we have a phone number on file of 315-7303. Is that correct?

Speaker speaker\_2: Correct.

Speaker speaker\_1: All right, yes, sir. I do show a pending coverage change to... From employee and child to employee and family. That's still pending at this time.

Speaker speaker\_2: It's still, it's still pending? So-

Speaker speaker\_1: Yes.

Speaker speaker\_2: ... what, what, what, what, what health, what health coverage did they go up on? Is it going to go up on the same one, my dental and life up under?

Speaker speaker\_1: Yes, your... So, so, the only thing that changed with your insurance, is the fact that you added your wife to the policy. Your, your policies themselves did not change.

Speaker speaker\_2: Okay, okay. So, so, so why... So, why don't I have health coverage with my, with myself or with my daughter? It just shows dental and life.

Speaker speaker\_1: Mm, no, you... I show that you have the Stay Healthy Preventative Care Plan along with dental and life. Now, what it... What it may be is that dental and life are under one carrier, but your medical is under a different carrier. It's not the same one.

Speaker speaker\_2: Okay, okay. Oh, this, this is different. Okay, I didn't, I didn't understand. So, you're saying, you all are just sending out plastic cards with a medical up on it?

Speaker speaker\_1: Yeah, so, so it's a different, it's a different ID card and a different, like, a different company entirely for the medical that you've enrolled into. That plan's going to be through a company called 90 Degree Benefits. Um, once you... Once the policy goes into effect, which should be the Monday following the first, uh, deduction of 33.67, um, you should receive an ID card about a week or two after that for like... The new one that shows that it's for the whole family, um, and that should have all the information to keep you with that plan.

Speaker speaker\_2: Okay. Okay, all right. Appreciate your, appreciate your help.

Speaker speaker\_1: No problem. Anything else?

Speaker speaker\_2: That'll be it.

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

Speaker speaker\_2: Thank you.