

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, how can I help you today? Uh, yes, I was calling in regards to, um, changing my medical plan. Okay. What staffing company do you work with? Um, I'm with, uh... Oh, my biac.caregivers from Home. I'm sorry. What was the name of the staffing company? I couldn't hear you. Caregivers From Home. Caregivers From Home? Mm-hmm. Um- ATC service service. Oh, okay. Care Builders At Home. Okay. All right. Mm-hmm. Uh, ATC Care Builders At Home. Okay. What's the last four- Mm-hmm. ... of your Social? 0008. I don't know if you... Did you ha- hear me? I, I did not, ma'am. 7008. Did you say 7008? Yes. Okay. And then your first and last name? Mary Barksdale. I thought I was going to get a recording or I wouldn't be to, to leave a message for a call back. Okay. Would, would it be better for you if you gave us a call back when, when it's more convenient for you then or...? Well, I wanted to know how to make that adjustment. Do I call you guys or do- Yeah, you- ... I do it online? Y- uh, you can give us a call or do it online, I believe. One moment. Let me double-check to see if ATC has that online portal. I appreciate it 'cause I need to, I need to, um, log in because it is at the end of the year, in order to, um, see what services are covered as far as- Yeah. ... medical insurance. Okay. Yeah, so, um- And what you guys actually pay and who do I call in order to make sure it will be paid? Okay. So, um, yeah, you can go to mybiac.com/atc. Uh, that- Mm-hmm. ... uh, there will be the, uh... You can click on Download Documents to look at the, uh, Benefit Guide for Active Employees. Um, you can then also- Mm-hmm. ... uh, you can then also click on Enroll/Decline Coverage and that will take you to the online, uh, enrollment portal. Okay. Can I have the first part of that again? Yeah. It, it was my, so M-Y. Mm-hmm. Mm-hmm. Then B-I-A-C.com. Okay. What time are you guys, um, open to? Uh, we're open Monday through Friday, 8:00 AM to 8:00 PM Eastern. Okay, great. Okay. Well, thank you so much. No problem. Thanks for calling and have a good day. You too.

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, how can I help you today?

Speaker speaker_2: Uh, yes, I was calling in regards to, um, changing my medical plan.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Um, I'm with, uh... Oh, my biac.caregivers from Home.

Speaker speaker_1: I'm sorry. What was the name of the staffing company? I couldn't hear you.

Speaker speaker_2: Caregivers From Home.

Speaker speaker_1: Caregivers From Home?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um-

Speaker speaker_2: ATC service service.

Speaker speaker_1: Oh, okay. Care Builders At Home. Okay. All right.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Uh, ATC Care Builders At Home. Okay. What's the last four-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... of your Social?

Speaker speaker_2: 0008. I don't know if you... Did you ha- hear me?

Speaker speaker_1: I, I did not, ma'am.

Speaker speaker_2: 7008.

Speaker speaker_1: Did you say 7008?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then your first and last name?

Speaker speaker_2: Mary Barksdale. I thought I was going to get a recording or I wouldn't be to, to leave a message for a call back.

Speaker speaker_1: Okay. Would, would it be better for you if you gave us a call back when, when it's more convenient for you then or...?

Speaker speaker_2: Well, I wanted to know how to make that adjustment. Do I call you guys or do-

Speaker speaker_1: Yeah, you-

Speaker speaker_2: ... I do it online?

Speaker speaker_1: Y- uh, you can give us a call or do it online, I believe. One moment. Let me double-check to see if ATC has that online portal.

Speaker speaker_2: I appreciate it 'cause I need to, I need to, um, log in because it is at the end of the year, in order to, um, see what services are covered as far as-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... medical insurance.

Speaker speaker_1: Okay. Yeah, so, um-

Speaker speaker_2: And what you guys actually pay and who do I call in order to make sure it will be paid?

Speaker speaker_1: Okay. So, um, yeah, you can go to mybiac.com/atc. Uh, that-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... uh, there will be the, uh... You can click on Download Documents to look at the, uh, Benefit Guide for Active Employees. Um, you can then also-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... uh, you can then also click on Enroll/Decline Coverage and that will take you to the online, uh, enrollment portal.

Speaker speaker_2: Okay. Can I have the first part of that again?

Speaker speaker_1: Yeah. It, it was my, so M-Y.

Speaker speaker_2: Mm-hmm. Mm-hmm.

Speaker speaker_1: Then B-I-A-C.com.

Speaker speaker_2: Okay. What time are you guys, um, open to?

Speaker speaker_1: Uh, we're open Monday through Friday, 8:00 AM to 8:00 PM Eastern.

Speaker speaker_2: Okay, great. Okay. Well, thank you so much.

Speaker speaker_1: No problem. Thanks for calling and have a good day.

Speaker speaker_2: You too.