

Transcript: Chris Sofield (deactivated)-5310433152942080-5696243035488256

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Um, yes, I, I had a lapse in coverage for a couple weeks, but, um, my insurance had been taken out of my check last week, so I was just needing to verify that I have, um, eligible coverage right now please. Okay. What staffing company do you work with? Oxford. And the last four of your Social? 0635. Thank you. Your first and last name? Amber Boyd. Thank you, Ms. Boyd. Could you verify your address and your date of birth for me? Yes. It's 1153 Ripley 21N-8, Jonathan, Missouri, 63935. And is it my date of birth? Yes, ma'am. Okay. 10/6/83. Thank you. We have a phone on file a 573-660-2259. Is that correct? Yes, sir. All right. Uh, yes, ma'am. It does look like your cur- your coverage is currently active. Okay. So, um, that lapse in coverage only affected the couple of weeks that I didn't have coverage then, correct? Correct. I only show, uh, looks like the week of November 11th and the week of November 18th were lapsed. Uh, coverage started back up last week on the 25th and has been active since. Okay. And, um, I don't know if you can answer this question for me or not, but if, um... I know that I don't have, like, any major medical benefits, but if my husband was to need to go to the ER to have some tests run, um, is that something that this insurance pol- policy would cover? Uh, I believe emergency room is an included benefit of your plan. Let me double check that. Okay, thank you. Uh, okay. Yeah, it do- it does look like that is, uh, that is a, uh, that is a covered benefit. Uh, ex- exactly how much is covered and everything, uh, you may want to speak with the insurance company itself, American Public Life, about. Um, their phone number should be on your ID card, or, or if you need it, I can just give that to you. Um, that's okay. I mean, he's, he's needing to go to the ER, so, I mean, whatever is not paid, that's not a problem. I just wanted to make sure I did have some type of coverage, um- Okay. ... and just verify, you know, that, that was covered, so. All right then. Anything else? Uh, that's all. All right. Thanks again for calling and have a wonderful day. You too. Thank you. You're welcome. 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 on a Card. This is Chris. How can I help you today?

Speaker speaker_2: Um, yes, I, I had a lapse in coverage for a couple weeks, but, um, my insurance had been taken out of my check last week, so I was just needing to verify that I have, um, eligible coverage right now please.

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

Speaker speaker_2: Oxford.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 0635.

Speaker speaker_1: Thank you. Your first and last name?

Speaker speaker_2: Amber Boyd.

Speaker speaker_1: Thank you, Ms. Boyd. Could you verify your address and your date of birth for me?

Speaker speaker_2: Yes. It's 1153 Ripley 21N-8, Jonathan, Missouri, 63935. And is it my date of birth?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. 10/6/83.

Speaker speaker_1: Thank you. We have a phone on file a 573-660-2259. Is that correct?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. Uh, yes, ma'am. It does look like your cur- your coverage is currently active.

Speaker speaker_2: Okay. So, um, that lapse in coverage only affected the couple of weeks that I didn't have coverage then, correct?

Speaker speaker_1: Correct. I only show, uh, looks like the week of November 11th and the week of November 18th were lapsed. Uh, coverage started back up last week on the 25th and has been active since.

Speaker speaker_2: Okay. And, um, I don't know if you can answer this question for me or not, but if, um... I know that I don't have, like, any major medical benefits, but if my husband was to need to go to the ER to have some tests run, um, is that something that this insurance pol- policy would cover?

Speaker speaker_1: Uh, I believe emergency room is an included benefit of your plan. Let me double check that.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Uh, okay. Yeah, it do- it does look like that is, uh, that is a, uh, that is a covered benefit. Uh, ex- exactly how much is covered and everything, uh, you may want to speak with the insurance company itself, American Public Life, about. Um, their phone number should be on your ID card, or, or if you need it, I can just give that to you.

Speaker speaker_2: Um, that's okay. I mean, he's, he's needing to go to the ER, so, I mean, whatever is not paid, that's not a problem. I just wanted to make sure I did have some type of

coverage, um-

Speaker speaker_1: Okay.

Speaker speaker_2: ... and just verify, you know, that, that was covered, so.

Speaker speaker_1: All right then. Anything else?

Speaker speaker_2: Uh, that's all.

Speaker speaker_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: You're welcome. Bye.