

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 can I help you today? Hi. Good afternoon. I was calling 'cause, um, I'm just starting back with the, uh, with, with this company and, and I know that I ha- uh, I'm, I don't know if I have benefits or not. I know I was getting dental and vision, so I had asked the, the office and they gave me this number. They said that you guys could help. Okay. Yeah, what staffing company do you work with? BG Multi-Family. Okay, and the last four of your Social? 6569. Okay. And then your first and last name? My name is Sandra Garcia. Okay. Ms. Garcia, could you verify your address and your date of birth for me? Uh-huh. It's, uh, 20022 New Sunrise Trail, Cypress, Texas 77433. My date of birth is 06/26/1994. Thank you. We have a phone on file for you at 352-1275. That's not, uh, any more current number. Okay. What's the current number? The one I'm calling from. 871-0145. 0145, got it. Okay. Um, yeah, so I'm not showing that you currently have any coverage. However, I do see here, uh, you previously had dental, vision and medical. Looks like it stopped- Oh. ... due to a, uh, looks like it stopped due to a, a large gap in your employment leading to- Ah. ... a reduction for a while. Um- Okay. ... you said you're back working through BG now? Yes. Yes. Oh- Okay. So that does open you up to being able to reinstate your previous coverage. Um- Thank you. ... looks like, uh, so yeah, that'd be medical, dental, vision, employee only, totaling to \$22.15 per week. Do you authorize, uh, BG to make those deductions? Is there any way I can just get the dental and the vision 'cause I already have medical through the marketplace? Yeah. You can, uh, because there's no restrictions on, on anything, you are allowed to, uh, to reinstate just the dental and the vision. Oh, that would be great 'cause I don't have access to do that, so I don't know, if you could do it, I do give you guys permission. Yeah, no, that- that's something- How much was that? ... we can set up for you. Um, vision and dental for just yourself is gonna be \$5.37 per week. Do you authorize BG to make those deductions? Uh, y- yes. I just have one more question. What, what- Go ahead. ... is it, is it a PPO? Does it say what's like- Uh- ... a dental? The dental is a PPO, yes. Uh- Perfect. That's fine. ... through American Public Life. Uh, preventative services are 100% coverage, no deductible, basic services such as fillings, routine, uh, f- fillings, simple extractions and, uh, X-rays, 80% after a \$50 deductible. Um, no coverage for major services, so things like surgeries, root canals, crowns, those are not covered. Okay, that's fine. And then for the- Okay. ... glasses, that's, like, the standard one is fine? Yeah. So it's, um, \$10 copay for eye exams, \$25 copay for any lenses and frames and a \$130 frames allowance. Okay, that's perfectly fine. Yes. And I give you authorization to thank you. I... You're awesome. I appreciate everything and your help. No problem. Now it's gonna take about a week or two for everything to process. Um, once everything processes, you should start seeing those deductions of 5.37 coming outta your check. Uh, Monday following that is when

the policies become effective. Now, if you s- if you have copies of your old ID cards, they should just reactivate, but if you do not, um, once you see the deduction happen, give it until about Thur- uh, Wednesday or Thursday of the following week and give us a call. We should be able to email another copy out to you. Okay. Yeah, 'cause I don't have any of those cards, I believe. All right then. Yeah, just like I said, uh, once you see that deduction, give it about Wednesday, Thursday next week, um, give us a call. We should be able to email those to you. All right. Thank you so much for your time. No problem. Anything else? That's it, sir. All right. Thanks again for calling. Have a wonderful day. You too. Bye-bye. 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. Good afternoon. I was calling 'cause, um, I'm just starting back with the, uh, with, with this company and, and I know that I ha- uh, I'm, I don't know if I have benefits or not. I know I was getting dental and vision, so I had asked the, the office and they gave me this number. They said that you guys could help.

Speaker speaker_1: Okay. Yeah, what staffing company do you work with?

Speaker speaker_2: BG Multi-Family.

Speaker speaker_1: Okay, and the last four of your Social?

Speaker speaker_2: 6569.

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

Speaker speaker_2: My name is Sandra Garcia.

Speaker speaker_1: Okay. Ms. Garcia, could you verify your address and your date of birth for me?

Speaker speaker_2: Uh-huh. It's, uh, 20022 New Sunrise Trail, Cypress, Texas 77433. My date of birth is 06/26/1994.

Speaker speaker_1: Thank you. We have a phone on file for you at 352-1275.

Speaker speaker_2: That's not, uh, any more current number.

Speaker speaker_1: Okay. What's the current number?

Speaker speaker_2: The one I'm calling from. 871-0145.

Speaker speaker_1: 0145, got it. Okay. Um, yeah, so I'm not showing that you currently have any coverage. However, I do see here, uh, you previously had dental, vision and medical. Looks like it stopped-

Speaker speaker_2: Oh.

Speaker speaker_1: ... due to a, uh, looks like it stopped due to a, a large gap in your employment leading to-

Speaker speaker_2: Ah.

Speaker speaker_1: ... a reduction for a while. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you said you're back working through BG now?

Speaker speaker_2: Yes. Yes. Oh-

Speaker speaker_1: Okay. So that does open you up to being able to reinstate your previous coverage. Um-

Speaker speaker_2: Thank you.

Speaker speaker_1: ... looks like, uh, so yeah, that'd be medical, dental, vision, employee only, totaling to \$22.15 per week. Do you authorize, uh, BG to make those deductions?

Speaker speaker_2: Is there any way I can just get the dental and the vision 'cause I already have medical through the marketplace?

Speaker speaker_1: Yeah. You can, uh, because there's no restrictions on, on anything, you are allowed to, uh, to reinstate just the dental and the vision.

Speaker speaker_2: Oh, that would be great 'cause I don't have access to do that, so I don't know, if you could do it, I do give you guys permission.

Speaker speaker_1: Yeah, no, that- that's something-

Speaker speaker_2: How much was that?

Speaker speaker_1: ... we can set up for you. Um, vision and dental for just yourself is gonna be \$5.37 per week. Do you authorize BG to make those deductions?

Speaker speaker_2: Uh, y- yes. I just have one more question. What, what-

Speaker speaker_1: Go ahead.

Speaker speaker_2: ... is it, is it a PPO? Does it say what's like-

Speaker speaker_1: Uh-

Speaker speaker_2: ... a dental?

Speaker speaker_1: The dental is a PPO, yes. Uh-

Speaker speaker_2: Perfect. That's fine.

Speaker speaker_1: ... through American Public Life. Uh, preventative services are 100% coverage, no deductible, basic services such as fillings, routine, uh, f- fillings, simple

extractions and, uh, X-rays, 80% after a \$50 deductible. Um, no coverage for major services, so things like surgeries, root canals, crowns, those are not covered.

Speaker speaker_2: Okay, that's fine. And then for the-

Speaker speaker_1: Okay.

Speaker speaker_2: ... glasses, that's, like, the standard one is fine?

Speaker speaker_1: Yeah. So it's, um, \$10 copay for eye exams, \$25 copay for any lenses and frames and a \$130 frames allowance.

Speaker speaker_2: Okay, that's perfectly fine. Yes. And I give you authorization to thank you. I... You're awesome. I appreciate everything and your help.

Speaker speaker_1: No problem. Now it's gonna take about a week or two for everything to process. Um, once everything processes, you should start seeing those deductions of 5.37 coming outta your check. Uh, Monday following that is when the policies become effective. Now, if you s- if you have copies of your old ID cards, they should just reactivate, but if you do not, um, once you see the deduction happen, give it until about Thur- uh, Wednesday or Thursday of the following week and give us a call. We should be able to email another copy out to you.

Speaker speaker_2: Okay. Yeah, 'cause I don't have any of those cards, I believe.

Speaker speaker_1: All right then. Yeah, just like I said, uh, once you see that deduction, give it about Wednesday, Thursday next week, um, give us a call. We should be able to email those to you.

Speaker speaker_2: All right. Thank you so much for your time.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: That's it, sir.

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

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye.