

## Transcript: Chris Sofield

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### Full Transcript

Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Hi, my name is Michael Sullivan. Um, I have insurance with you guys through, uh, through Oxford, uh, Oxford Global Resources. Um, I, I need some, uh, documentation about my, about my coverage and the cost. Um, I have a, a court case coming up and they, they need to know which, you know, what, what... The, the plan that I have and the breakdown of the cost. Uh, I have health and dental, but they need a breakdown for the weekly cost, um, from you guys. Uh, I tried giving them the benefits guide and that, that didn't work. Okay. Um, let me... Do you mind holding for me for just a moment? I'm gonna, I'm gonna do a- Sure. ... little bit of, of, sort of, looking to see what kind of documents we would have that would, that would satisfy that, if the benefit guide does not. Um, just hold on the line for me for just a moment? Okay. Thank you. Thank you. Hey, Mr. Sullivan? Yes. Hey, thanks for holding, I appreciate your patience. Okay, this may be something that I would have to re- uh, reach out to our back office to see if there's a document that, that they can process that would satisfy that. Um, but let me pull your file up. Sorry, go ahead. Well, I was, I was going to say, what, what might work... See, the, the problem with the benefit guide is that there's multiple options listed and, and the prices that are on there for each option. Right. I don't have anything that says specifically which options I'm enrolled in. I mean, perhaps even a- a- an email with a letter that can say which... You know, I know the, the dental and the health, which plans are on there, you know. Anything to tie the two together. Okay. Um- That, that might be a little bit more doable and a little bit quicker. Right. Um, yeah. Yeah. So, let, let me pull your file up and then we'll see what we might- Okay. ... be able to do. Uh, what's the last four of your Social? 9438. Thanks. Can you verify your address and your date of birth for me? Yes. Date of birth is 9/17/1980. Address, 102 South Black Horse Pike, Apartment B as in Boy, Blackwood, New Jersey, 08012. Thanks. We have the phone on file of -489-9995. Yes. And email of mpsullivan17@gmail.com? Yes. Okay. Um, yeah. So, what I should be able to do then, in this case, uh, since you, you just need... You said you really just need a document that shows what plans you're currently enrolled into, right? Yes. Okay. Um, what I might be able to do then is, we might be able to get an enrollment confirmation out to you, um, in which... The documentation itself really, it, it kind of states that you called us to enroll, but all that kind of information, but it does show a- Mm-hmm. ... screenshot of your enrollment entered in on the system with like, the actual- Okay. ... like, Insure Plus Basic Dental and MECLR, which are the three plans that you have. Okay. And if all you need is something to kind of cross-reference and tie that these are the plan- these are the prices for these three plans, and these are the three plans that you are currently enrolled into, that should suffice. Yes. Okay. So, I'll go ahead- As far as I know, hope- hopefully I won't have to call back, but, uh, I think that should do it, um. You're right. Hopefully- The, the prices... 'Cause it, the prices are coming out of my paycheck also, so that,

that wasn't enough, that wasn't enough for them, because it doesn't say specifically on there. It's a big thing. I don't know what the lawyers need, but that's what they need. Okay. Yeah, so- So- ... we'll, we'll try this. Hopefully it does work. If for some reason it does not- Mm-hmm. ... get in contact back with us and we'll do a little bit more digging- Okay. ... to see what else we might be able to come up with for you, okay? Okay, thank you very much. I appreciate it. No problem. You should- And can, can you email that to me? Yeah. We'll, uh, I'll send it to the team that handles those documents and you should get that- Okay. ... before end of business today. Oh, awesome. Thank you. I appreciate it. No problem. Anything else, Michael? No, that's all. Thank you. No problem. Thanks for calling and have a good day. Thanks. Take care. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker\_1: Hi, my name is Michael Sullivan. Um, I have insurance with you guys through, uh, through Oxford, uh, Oxford Global Resources. Um, I, I need some, uh, documentation about my, about my coverage and the cost. Um, I have a, a court case coming up and they, they need to know which, you know, what, what... The, the plan that I have and the breakdown of the cost. Uh, I have health and dental, but they need a breakdown for the weekly cost, um, from you guys. Uh, I tried giving them the benefits guide and that, that didn't work.

Speaker speaker\_0: Okay. Um, let me... Do you mind holding for me for just a moment? I'm gonna, I'm gonna do a-

Speaker speaker\_1: Sure.

Speaker speaker\_0: ... little bit of, of, sort of, looking to see what kind of documents we would have that would, that would satisfy that, if the benefit guide does not. Um, just hold on the line for me for just a moment?

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: Thank you. Hey, Mr. Sullivan?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Hey, thanks for holding, I appreciate your patience. Okay, this may be something that I would have to re- uh, reach out to our back office to see if there's a document that, that they can process that would satisfy that. Um, but let me pull your file up. Sorry, go ahead.

Speaker speaker\_1: Well, I was, I was going to say, what, what might work... See, the, the problem with the benefit guide is that there's multiple options listed and, and the prices that are on there for each option.

Speaker speaker\_0: Right.

Speaker speaker\_1: I don't have anything that says specifically which options I'm enrolled in. I mean, perhaps even a- a- an email with a letter that can say which... You know, I know the, the dental and the health, which plans are on there, you know. Anything to tie the two together.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Um-

Speaker speaker\_0: That, that might be a little bit more doable and a little bit quicker.

Speaker speaker\_1: Right.

Speaker speaker\_0: Um, yeah.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: So, let, let me pull your file up and then we'll see what we might-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... be able to do. Uh, what's the last four of your Social?

Speaker speaker\_1: 9438.

Speaker speaker\_0: Thanks. Can you verify your address and your date of birth for me?

Speaker speaker\_1: Yes. Date of birth is 9/17/1980. Address, 102 South Black Horse Pike, Apartment B as in Boy, Blackwood, New Jersey, 08012.

Speaker speaker\_0: Thanks. We have the phone on file of -489-9995.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And email of mpsullivan17@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, yeah. So, what I should be able to do then, in this case, uh, since you, you just need... You said you really just need a document that shows what plans you're currently enrolled into, right?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, what I might be able to do then is, we might be able to get an enrollment confirmation out to you, um, in which... The documentation itself really, it, it kind of states that you called us to enroll, but all that kind of information, but it does show a-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... screenshot of your enrollment entered in on the system with like, the actual-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... like, Insure Plus Basic Dental and MECLRX, which are the three plans that you have.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And if all you need is something to kind of cross-reference and tie that these are the plan- these are the prices for these three plans, and these are the three plans that you are currently enrolled into, that should suffice.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So, I'll go ahead-

Speaker speaker\_1: As far as I know, hope- hopefully I won't have to call back, but, uh, I think that should do it, um.

Speaker speaker\_0: You're right. Hopefully-

Speaker speaker\_1: The, the prices... 'Cause it, the prices are coming out of my paycheck also, so that, that wasn't enough, that wasn't enough for them, because it doesn't say specifically on there. It's a big thing. I don't know what the lawyers need, but that's what they need.

Speaker speaker\_0: Okay. Yeah, so-

Speaker speaker\_1: So-

Speaker speaker\_0: ... we'll, we'll try this. Hopefully it does work. If for some reason it does not-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... get in contact back with us and we'll do a little bit more digging-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... to see what else we might be able to come up with for you, okay?

Speaker speaker\_1: Okay, thank you very much. I appreciate it.

Speaker speaker\_0: No problem. You should-

Speaker speaker\_1: And can, can you email that to me?

Speaker speaker\_0: Yeah. We'll, uh, I'll send it to the team that handles those documents and you should get that-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... before end of business today.

Speaker speaker\_1: Oh, awesome. Thank you. I appreciate it.

Speaker speaker\_0: No problem. Anything else, Michael?

Speaker speaker\_1: No, that's all. Thank you.

Speaker speaker\_0: No problem. Thanks for calling and have a good day.

Speaker speaker\_1: Thanks. Take care. Bye.