

## **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? Uh, I need to get a new card sent to me. Okay. What staffing company do you work with? Um. Surge. Surge. And the last four of your social? Two two- Two eight seven. ... two two eight seven. I know that one. Thank you. Your first and last name? First name's David, last name Martin. Okay. And you said the last four of your social was three two eight seven? Two two eight seven. Two two eight seven, okay. Mr. Martin, could you verify your address and your date of birth for me? Hold on, I need to give you my, uh, wife, to get her permission to talk to you, because she knows the address and everything. Okay. All right, there she is. All right. We want that for fur... future calls as well. Yeah. Yes, I'll, I'll document that. What's your name, ma'am? Kathleen Silva. Okay. And what's the address and David's date of birth? Okay, I'm going to start with the date of birth because that's easy, 8/31/75. But as far as the address goes, I don't know if y'all have the updated information. We were in an apartment that, um, is D5 but now we're in D4. But the address is 32 Ivy Street, Apartment D4. D as in dog, Ivey is spelled I-V-Y. 32 Ivey Street, Apartment D4, McKenzie, Alabama, 36456. Thank you, ma'am. And yes, we did have Apartment D5. I'll go ahead and update that to D4. Thank you. And then can you confirm we have David's phone on file as 850-375-3898? That's it. Oh, man. And his email on file of HAgatha77@gmail.com? That's correct. Okay. So yeah, I'll go ahead and send a request to have a new, um, a new ID card sent out to the new address. Um, that new ID card should take about seven to ten business days to arrive. In the meantime, I'm also going to go ahead and set up, um, and set up an email copy to go out to that email address to have that information, um, while you're waiting on th- the new physical card, okay? Okay, thank you. Um, I have another question for you, or we do. Um, what kind of benefits is he eligible for? Uh, so currently he is enrolled into the Stay Healthy Tell RX plan which covers preventative care services, things like physicals, vaccines and cancer screenings, as well as providing, um, some prescription coverage, um, through the Free Rx Program. If it is a covered medication under that program, which can be checked by going to their website freerx.com, then there is no out-of-pocket cost for that medication, it's completely free. Um, that is what he's currently enrolled into and unfortunately at this time, he's not really eligible to add anything onto that plan, as it's only, that's only allowed during open enrollment, which surge usually holds in August. Well, see, I didn't know what I signed up for. We didn't know what they signed us up for. We did it ourself, I just wanted to make sure. So, um, he's able to make a regular doctor's appointment and get like an annual and all that, at least at first? Yeah, so, so things like ph- like yeah, physicals, vaccinations, cancer screenings, colonoscopies, things like that, those are covered by this plan. But anything as far as like a doctor's visit for any sickness or injury or anything like that, any standard PCP visit, those are unfortunately not covered. Sorry, not covered by that plan. Okay, no eyes then. All right. Yeah, so his eyes are

not covered. It's medical only, not... No dental, no vision. Okay. All right. That's all. All right, thank you. No problem. That email copy will be coming from, uh, of the ID card, will be coming from info@benefitsinacard.com. If, if you don't see that in your inbox, just check the spam folder, it might have gotten filtered there. And like I said, the new physical copy will take about seven to ten business days to arrive, okay? You guys- Okay, thank you. No problem. Anything else? That's it. Nope. All right, thanks again for calling and have a wonderful day. You too. All right, bye now.

## 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: Uh, I need to get a new card sent to me.

Speaker speaker\_0: Okay. What staffing company do you work with?

Speaker speaker\_1: Um.

Speaker speaker\_2: Surge.

Speaker speaker\_1: Surge.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: Two two-

Speaker speaker\_2: Two eight seven.

Speaker speaker\_1: ... two two eight seven.

Speaker speaker\_2: I know that one.

Speaker speaker\_0: Thank you. Your first and last name?

Speaker speaker\_1: First name's David, last name Martin.

Speaker speaker\_0: Okay. And you said the last four of your social was three two eight seven?

Speaker speaker\_1: Two two eight seven.

Speaker speaker\_0: Two two eight seven, okay. Mr. Martin, could you verify your address and your date of birth for me?

Speaker speaker\_1: Hold on, I need to give you my, uh, wife, to get her permission to talk to you, because she knows the address and everything.

Speaker speaker\_0: Okay.

Speaker speaker\_1: All right, there she is. All right.

Speaker speaker\_2: We want that for fur... future calls as well.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Yes, I'll, I'll document that. What's your name, ma'am?

Speaker speaker\_2: Kathleen Silva.

Speaker speaker\_0: Okay. And what's the address and David's date of birth?

Speaker speaker\_2: Okay, I'm going to start with the date of birth because that's easy, 8/31/75. But as far as the address goes, I don't know if y'all have the updated information. We were in an apartment that, um, is D5 but now we're in D4. But the address is 32 Ivy Street, Apartment D4. D as in dog, Ivey is spelled I-V-Y. 32 Ivey Street, Apartment D4, McKenzie, Alabama, 36456.

Speaker speaker\_0: Thank you, ma'am. And yes, we did have Apartment D5. I'll go ahead and update that to D4.

Speaker speaker\_2: Thank you.

Speaker speaker\_0: And then can you confirm we have David's phone on file as 850-375-3898?

Speaker speaker\_2: That's it.

Speaker speaker\_1: Oh, man.

Speaker speaker\_0: And his email on file of HAgatha77@gmail.com?

Speaker speaker\_2: That's correct.

Speaker speaker\_0: Okay. So yeah, I'll go ahead and send a request to have a new, um, a new ID card sent out to the new address. Um, that new ID card should take about seven to ten business days to arrive. In the meantime, I'm also going to go ahead and set up, um, and set up an email copy to go out to that email address to have that information, um, while you're waiting on th- the new physical card, okay?

Speaker speaker\_2: Okay, thank you. Um, I have another question for you, or we do. Um, what kind of benefits is he eligible for?

Speaker speaker\_0: Uh, so currently he is enrolled into the Stay Healthy Tell RX plan which covers preventative care services, things like physicals, vaccines and cancer screenings, as well as providing, um, some prescription coverage, um, through the Free Rx Program. If it is a covered medication under that program, which can be checked by going to their website freerx.com, then there is no out-of-pocket cost for that medication, it's completely free. Um, that is what he's currently enrolled into and unfortunately at this time, he's not really eligible to add anything onto that plan, as it's only, that's only allowed during open enrollment, which surge usually holds in August.

Speaker speaker\_1: Well, see, I didn't know what I signed up for.

Speaker speaker\_2: We didn't know what they signed us up for.

Speaker speaker\_1: We did it ourself, I just wanted to make sure.

Speaker speaker\_2: So, um, he's able to make a regular doctor's appointment and get like an annual and all that, at least at first?

Speaker speaker\_0: Yeah, so, so things like ph- like yeah, physicals, vaccinations, cancer screenings, colonoscopies, things like that, those are covered by this plan. But anything as far as like a doctor's visit for any sickness or injury or anything like that, any standard PCP visit, those are unfortunately not covered. Sorry, not covered by that plan.

Speaker speaker\_1: Okay, no eyes then. All right.

Speaker speaker\_2: Yeah, so his eyes are not covered.

Speaker speaker\_0: It's medical only, not... No dental, no vision.

Speaker speaker\_1: Okay. All right. That's all.

Speaker speaker\_2: All right, thank you.

Speaker speaker\_0: No problem. That email copy will be coming from, uh, of the ID card, will be coming from [info@benefitsinacard.com](mailto:info@benefitsinacard.com). If, if you don't see that in your inbox, just check the spam folder, it might have gotten filtered there. And like I said, the new physical copy will take about seven to ten business days to arrive, okay?

Speaker speaker\_1: You guys-

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_0: No problem. Anything else?

Speaker speaker\_1: That's it.

Speaker speaker\_2: Nope.

Speaker speaker\_0: All right, thanks again for calling and have a wonderful day.

Speaker speaker\_1: You too.

Speaker speaker\_0: All right, bye now.