

Transcript: Chris Sofield

(deactivated)-5451262611996672-5389443469983744

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, Chris. My name is Bryant. I am a new member of Benefits in a Card. Um, I just am... I'm a little bit confused. Am I supposed to be receiving a physical copy of my card? This is a medical insurance, right? Yeah. So, um, let me take... Let me take a look at your file and see what medical plan you're enrolled into, and I'll be able to let you know from there. Uh, what staffing- Okay. ... company do you work with? Uh, Oxford Global Resources. And the last four of your Social? 6176. And your last name? Le, L-E. Thank you, Mr. Le. Could you verify your address and date of birth, please? Um, my address on the Benefits of c- in the Card is 9 Fernwood Road, Connecticut Westport, 06880, and my date of birth is January 2nd, 1997. Okay. Okay, we have a different address on file, one in New York. Oh, okay. Yeah, that's, um, that's my current address now. It's 199 5th Ave, Brooklyn, New York 11217. Okay. And then, um, we have your phone number on file. It's 407-233-6240. Is that correct? Yeah. All right. One moment. So your medical card... Let me take a look here. Yes, you... Let's see here. Based on the information I'm showing, um, the latest it could show up would be n- this Friday. However, it is entirely possible that, um, it may... it may have been sent to the old address on file to the c- to Connecticut. So, is it right at Connecticut? I'm sorry? When was it shipped? So ID cards typically take, uh, also depending on transit time, one to two weeks after the policy's effective date to arrive, um- Okay. ... your policy became effective on December 23rd, meaning we're in the middle of the second week and still within the timeframe for f- for ID cards to arrive. Um, but again, it goes to the address that was on file at the time that the po- that the, uh, policy went into effect and, and the cards were generated and sent out, which may have been the Connecticut address. Okay. Um, no worries. Um, is there any way I can access my ID number or anything on that card through their website? The ID number? Okay, so the website that you're talking about, which website are you... Uh, which website is that? Benefits in a Card. Okay. Um, because the in- because the insurance company itself is called 90 Degree Benefits, I'm not sure if there's a specific, um, website through them that you would need to go to. Uh, we're just the enrollment admin. We're not the actual insurance company, um, for that, uh, because, because it's a different company entirely, I wouldn't know anything about that. No one here would. Um, you, you would have to get in contact with 90 Degree to see if there's any sort of online portal for you to see your ID card through them from them. Um, let me know when you're ready. I can give you their phone number. Uh, you can give them a call to see if there's any sort of online portal for them. Okay. Um... Okay, I'm ready. Their, their number is 800- Uh-huh. ... 833-4296. And when you call that number, make sure you press option one. That's the only option that will get you to where you need to go. Okay. Thank you. You're welcome. Anything else? Uh, that's pretty much it. All right. Thanks again- Oh, wait, wait.

While, while I'm here, you guys don't have... You, you guys don't have, like, pharmacy... You guys don't work with Pharmacy Assurance either, right? Uh, your medical coverage does include a prescription coverage plan or a prescription program called FreeRx. Um- Okay. ... more details on that, if you need anything, is gonna be... uh, couldn't be found on... should be found on their website, freerx.com. Oh, okay. Okay, thank you. All right. Anything else? That's it. All right. Thanks again for calling and have a wonderful day. Thank you. You too. All right. Bye now. 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, Chris. My name is Bryant. I am a new member of Benefits in a Card. Um, I just am... I'm a little bit confused. Am I supposed to be receiving a physical copy of my card? This is a medical insurance, right?

Speaker speaker_1: Yeah. So, um, let me take... Let me take a look at your file and see what medical plan you're enrolled into, and I'll be able to let you know from there. Uh, what staffing-

Speaker speaker_2: Okay.

Speaker speaker_1: ... company do you work with?

Speaker speaker_2: Uh, Oxford Global Resources.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6176.

Speaker speaker_1: And your last name?

Speaker speaker_2: Le, L-E.

Speaker speaker_1: Thank you, Mr. Le. Could you verify your address and date of birth, please?

Speaker speaker_2: Um, my address on the Benefits of c- in the Card is 9 Fernwood Road, Connecticut Westport, 06880, and my date of birth is January 2nd, 1997.

Speaker speaker_1: Okay. Okay, we have a different address on file, one in New York.

Speaker speaker_2: Oh, okay. Yeah, that's, um, that's my current address now. It's 199 5th Ave, Brooklyn, New York 11217.

Speaker speaker_1: Okay. And then, um, we have your phone number on file. It's 407-233-6240. Is that correct?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. One moment. So your medical card... Let me take a look here. Yes, you... Let's see here. Based on the information I'm showing, um, the latest it could show up would be n- this Friday. However, it is entirely possible that, um, it may... it may have been sent to the old address on file to the c- to Connecticut.

Speaker speaker_2: So, is it right at Connecticut?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: When was it shipped?

Speaker speaker_1: So ID cards typically take, uh, also depending on transit time, one to two weeks after the policy's effective date to arrive, um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... your policy became effective on December 23rd, meaning we're in the middle of the second week and still within the timeframe for f- for ID cards to arrive. Um, but again, it goes to the address that was on file at the time that the po- that the, uh, policy went into effect and, and the cards were generated and sent out, which may have been the Connecticut address.

Speaker speaker_2: Okay. Um, no worries. Um, is there any way I can access my ID number or anything on that card through their website?

Speaker speaker_1: The ID number? Okay, so the website that you're talking about, which website are you... Uh, which website is that?

Speaker speaker_2: Benefits in a Card.

Speaker speaker_1: Okay. Um, because the in- because the insurance company itself is called 90 Degree Benefits, I'm not sure if there's a specific, um, website through them that you would need to go to. Uh, we're just the enrollment admin. We're not the actual insurance company, um, for that, uh, because, because it's a different company entirely, I wouldn't know anything about that. No one here would. Um, you, you would have to get in contact with 90 Degree to see if there's any sort of online portal for you to see your ID card through them from them. Um, let me know when you're ready. I can give you their phone number. Uh, you can give them a call to see if there's any sort of online portal for them.

Speaker speaker_2: Okay. Um... Okay, I'm ready.

Speaker speaker_1: Their, their number is 800-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... 833-4296. And when you call that number, make sure you press option one. That's the only option that will get you to where you need to go.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. Anything else?

Speaker speaker_2: Uh, that's pretty much it.

Speaker speaker_1: All right. Thanks again-

Speaker speaker_2: Oh, wait, wait. While, while I'm here, you guys don't have... You, you guys don't have, like, pharmacy... You guys don't work with Pharmacy Assurance either, right?

Speaker speaker_1: Uh, your medical coverage does include a prescription coverage plan or a prescription program called FreeRx. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... more details on that, if you need anything, is gonna be... uh, couldn't be found on... should be found on their website, freerx.com.

Speaker speaker_2: Oh, okay. Okay, thank you.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: That's it.

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

Speaker speaker_2: Thank you. You too.

Speaker speaker_1: All right. Bye now.

Speaker speaker_2: Bye.