

Transcript: Chris Sofield

(deactivated)-5531247976071168-6124761252315136

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... Mm-hmm. Excuse me? Hello? Hello, thank you... Hello, thank you for calling Benefits in a Card, this is Chris. How can I help you today? Yes, Chris, my name is Kiana Sims and I work for Focus Workforce Management. And I received my insurance card for dental, I received the insurance card for vision, but I didn't receive it for my prescriptions or my medical. Okay. Uh, let's see here. What's the last four of your Social so I can, uh, try to locate your file, Ms. Sims? 3607. Uh, can you verify your address and date of birth for me please? 12/20/1973. My address is 11406 Richmond Avenue, Kansas City, Missouri, 64134. Okay. We have a phone on file for you at 913-596-8297, is that correct? Yes, sir, it is. All right. And an email that looks like kiana1234@gmail.com, is that correct? Yes, sir, it is. All right. Um, let's see here. Okay. The medical plan that you enrolled into, the insurance carrier for that plan typically sends the original ID card via email. They don't send a physical copy by default. Um, it would have gone to your... it would have gone to your email address from, from, uh, one of their email addresses. I'm not sure exactly the, the specific address, but it would have come from American Public Life. Um- American Life? American Public Life. Okay. Um, if it's... Uh, but to, to kind of go ahead and just play it safe, I'm also going to go ahead and pull up... uh, send another copy to your email from our email address here. Okay. Uh- Okay. ... that will come from info@benefitsinacard.com. Uh, if you don't see it in your inbox, just check your spam folder. It might have gotten there. You should get this in- Okay. ... just a couple of minutes here. Okay? Okay. And so what do I- Is there anything- ... do about my prescriptions? Would that be with the medical? Yes. That would be, that would be part of your medical. Okay. And so with that, uh, 'cause I paid, I think paid for the extra, like, you know, like a little bit higher so I can make sure I get all my benefits, like, the medicine. I show, it looks like you've selected the VIP Classic Plan, uh, which covers, uh, which does cover doctors visits, hospital visits, prescriptions, and the like. If you need any specifics as far as what your, what your plan covers, there's a customer service number on the ID card I'm emailing you. That- Okay. ... is for the actual insurance company, American Public Life. Thank you. Uh, give them a call and they'll be able to help out. I really appreciate, you've been so helpful today. No problem. Anything else? No, that's it. That was... All right. Well, if that's everything, thanks again for calling and you have a wonderful day. You too.

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...

Speaker speaker_2: Mm-hmm. Excuse me? Hello?

Speaker speaker_1: Hello, thank you... Hello, thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker_2: Yes, Chris, my name is Kiana Sims and I work for Focus Workforce Management. And I received my insurance card for dental, I received the insurance card for vision, but I didn't receive it for my prescriptions or my medical.

Speaker speaker_1: Okay. Uh, let's see here. What's the last four of your Social so I can, uh, try to locate your file, Ms. Sims?

Speaker speaker_2: 3607.

Speaker speaker_1: Uh, can you verify your address and date of birth for me please?

Speaker speaker_2: 12/20/1973. My address is 11406 Richmond Avenue, Kansas City, Missouri, 64134.

Speaker speaker_1: Okay. We have a phone on file for you at 913-596-8297, is that correct?

Speaker speaker_2: Yes, sir, it is.

Speaker speaker_1: All right. And an email that looks like kiana1234@gmail.com, is that correct?

Speaker speaker_2: Yes, sir, it is.

Speaker speaker_1: All right. Um, let's see here. Okay. The medical plan that you enrolled into, the insurance carrier for that plan typically sends the original ID card via email. They don't send a physical copy by default. Um, it would have gone to your... it would have gone to your email address from, from, uh, one of their email addresses. I'm not sure exactly the, the specific address, but it would have come from American Public Life. Um-

Speaker speaker_2: American Life?

Speaker speaker_1: American Public Life.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, if it's... Uh, but to, to kind of go ahead and just play it safe, I'm also going to go ahead and pull up... uh, send another copy to your email from our email address here.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh-

Speaker speaker_2: Okay.

Speaker speaker_1: ... that will come from info@benefitsinacard.com. Uh, if you don't see it in your inbox, just check your spam folder. It might have gotten there. You should get this in-

Speaker speaker_2: Okay.

Speaker speaker_1: ... just a couple of minutes here. Okay?

Speaker speaker_2: Okay. And so what do I-

Speaker speaker_1: Is there anything-

Speaker speaker_2: ... do about my prescriptions? Would that be with the medical?

Speaker speaker_1: Yes. That would be, that would be part of your medical.

Speaker speaker_2: Okay. And so with that, uh, 'cause I paid, I think paid for the extra, like, you know, like a little bit higher so I can make sure I get all my benefits, like, the medicine.

Speaker speaker_1: I show, it looks like you've selected the VIP Classic Plan, uh, which covers, uh, which does cover doctors visits, hospital visits, prescriptions, and the like. If you need any specifics as far as what your, what your plan covers, there's a customer service number on the ID card I'm emailing you. That-

Speaker speaker_2: Okay.

Speaker speaker_1: ... is for the actual insurance company, American Public Life.

Speaker speaker_2: Thank you.

Speaker speaker_1: Uh, give them a call and they'll be able to help out.

Speaker speaker_2: I really appreciate, you've been so helpful today.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: No, that's it. That was...

Speaker speaker_1: All right. Well, if that's everything, thanks again for calling and you have a wonderful day.

Speaker speaker_2: You too.