

Transcript: Chris Sofield

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Full Transcript

Thank you. This is Chris, how can I help you today? Yes, my name is, uh, Bernard Barnes, and I'm calling about my insurance, because I was put on this insurance and I haven't received an insurance card or nothing. Okay, what staffing company- No information about this insurance. Okay. What staffing company do you work with, sir? Uh, ISS, Innovational Staff Solutions out of Nashville, Illinois. Okay. And the last four of your Social? 7965. Thank you. Mr. Barnes, could you verify your address and your date of birth for me please? 10/20... 10/26/79, and my address, 1304 North Sycamore, Centralia, Illinois. Okay, one moment. Now, we have your phone on file, 618-335-7227. Is that correct? Mm-hmm. Yes. Okay. All right. Um... Okay. So, it looks like the medical policy that you have, the insurance carrier for that sends the original ID card via email. They don't send a physical copy by default. Um, so you may have that, and your email address, uh, would be the one on file at bernardbarnes79@gmail.com. If- Mm-hmm. ... for some reason if that isn't there, if it got deleted or sent to spam or anything like that, I can send another copy of that to you. Um, this one would be coming from our email address here, info@benefitsinacard.com. Uh- Yes. ... you should receive that in just a couple of minutes, okay? Yeah, because I was checking because I got put on this insurance through child support for my daughter, Harmony Barnes. So, that mean, uh, what would... And when it's time for her to use this, what would I have to do for her to use it? Uh, she, uh, you just have to- I still get the card. Well, I mean, this, this email is, is going to be an image of the exact ID card. Yeah. Okay. So, you can, you can print that out or show that to the doctor, however. As long as they can see the information, they can, they can- Mm-hmm. ... run it. And then I'll send a request to have them send a copy to your address, which would take about 7 to 10 business days to arrive, okay? Okay. Okay. Thank you. So, all I was... Basically, I can just, just, uh... What you fixing to email me, I can screenshot it to her and she can just have it so when she go to the doctor? Uh, yes, sir. Okay. Thank you. I appreciate you. No problem. Was there anything else? Now, this cover... This cover vision, right? Like, could she use it to get contacts and glasses? So, the... Yeah, vision is, vision is available. However, like, it does look like you are enrolled into that as well, uh, but it's not part of the medical. You should've received an ID card for the vision already as well. If you didn't, I can send a copy of that to you as well. Yeah, send me a copy of that too 'cause I haven't received nothing. Okay. Yeah, so, yeah, it would be medical, dental and vision. If you haven't received any of them then, yeah, I'll go ahead and, uh, get copies of all of those out to you. Um- Okay, thank you. No problem. Uh, so I had originally thought it was only the medical that you needed. So, you're going to receive one- Mm-hmm. ... with just your medical over your email. Yeah. Mm-hmm. And then you'll receive another one, um, for, uh, another email with your dental and your vision. And she'll just use- Oh. ... your ID. Okay, thank you. No problem. Well, there anything else I could help you with? Uh, no, that's it. That's it. All right

then. Well, if that's everything, thanks again for calling and you have a wonderful- Thank you. You're welcome. Bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you. This is Chris, how can I help you today?

Speaker speaker_1: Yes, my name is, uh, Bernard Barnes, and I'm calling about my insurance, because I was put on this insurance and I haven't received an insurance card or nothing.

Speaker speaker_0: Okay, what staffing company-

Speaker speaker_1: No information about this insurance.

Speaker speaker_0: Okay. What staffing company do you work with, sir?

Speaker speaker_1: Uh, ISS, Innovational Staff Solutions out of Nashville, Illinois.

Speaker speaker_0: Okay. And the last four of your Social?

Speaker speaker_1: 7965.

Speaker speaker_0: Thank you. Mr. Barnes, could you verify your address and your date of birth for me please?

Speaker speaker_1: 10/20... 10/26/79, and my address, 1304 North Sycamore, Centralia, Illinois.

Speaker speaker_0: Okay, one moment. Now, we have your phone on file, 618-335-7227. Is that correct?

Speaker speaker_1: Mm-hmm. Yes.

Speaker speaker_0: Okay. All right. Um... Okay. So, it looks like the medical policy that you have, the insurance carrier for that sends the original ID card via email. They don't send a physical copy by default. Um, so you may have that, and your email address, uh, would be the one on file at bernardbarnes79@gmail.com. If-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... for some reason if that isn't there, if it got deleted or sent to spam or anything like that, I can send another copy of that to you. Um, this one would be coming from our email address here, info@benefitsinacard.com. Uh-

Speaker speaker_1: Yes.

Speaker speaker_0: ... you should receive that in just a couple of minutes, okay?

Speaker speaker_1: Yeah, because I was checking because I got put on this insurance through child support for my daughter, Harmony Barnes. So, that mean, uh, what would... And

when it's time for her to use this, what would I have to do for her to use it?

Speaker speaker_0: Uh, she, uh, you just have to-

Speaker speaker_1: I still get the card.

Speaker speaker_0: Well, I mean, this, this email is, is going to be an image of the exact ID card.

Speaker speaker_1: Yeah. Okay.

Speaker speaker_0: So, you can, you can print that out or show that to the doctor, however. As long as they can see the information, they can, they can-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... run it. And then I'll send a request to have them send a copy to your address, which would take about 7 to 10 business days to arrive, okay?

Speaker speaker_1: Okay. Okay. Thank you. So, all I was... Basically, I can just, just, uh... What you fixing to email me, I can screenshot it to her and she can just have it so when she go to the doctor?

Speaker speaker_0: Uh, yes, sir.

Speaker speaker_1: Okay. Thank you. I appreciate you.

Speaker speaker_0: No problem. Was there anything else?

Speaker speaker_1: Now, this cover... This cover vision, right? Like, could she use it to get contacts and glasses?

Speaker speaker_0: So, the... Yeah, vision is, vision is available. However, like, it does look like you are enrolled into that as well, uh, but it's not part of the medical. You should've received an ID card for the vision already as well. If you didn't, I can send a copy of that to you as well.

Speaker speaker_1: Yeah, send me a copy of that too 'cause I haven't received nothing.

Speaker speaker_0: Okay. Yeah, so, yeah, it would be medical, dental and vision. If you haven't received any of them then, yeah, I'll go ahead and, uh, get copies of all of those out to you. Um-

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem. Uh, so I had originally thought it was only the medical that you needed. So, you're going to receive one-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... with just your medical over your email.

Speaker speaker_1: Yeah. Mm-hmm.

Speaker speaker_0: And then you'll receive another one, um, for, uh, another email with your dental and your vision. And she'll just use-

Speaker speaker_1: Oh.

Speaker speaker_0: ... your ID.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem. Well, there anything else I could help you with?

Speaker speaker_1: Uh, no, that's it. That's it.

Speaker speaker_0: All right then. Well, if that's everything, thanks again for calling and you have a wonderful-

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome. Bye.

Speaker speaker_1: All right. Bye-bye.