

## 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? Um, I just have a question. I recently enrolled, uh, through a temp agency and I haven't received any c- uh, cards, um, to go to the doctor with, so I was just wondering if I'm gonna get any or how does that work? Yeah, um, ID cards will typically arrive one to two weeks after your policy's effective date, which policies- Oh. ... become effective the Monday following the first deduction out of your check. Okay. Now, have you seen that deduction happen yet? Yeah. Okay. Let me pull your file up and see if there's anything I can figure out with that. What's the last four of your SSN? 5078. And the staffing company you work with? Associated Staffing. And your first and last name? Judy Ryan. Thank you. Ms. Ryan, could you verify your address and your date of birth for me? 227 East 5th Street, Hastings, Nebraska, 68901. Birthday is 3/16/70. Thank you. Phone on file we have is 402-902-0200? Right. All right. And we have an email jryan04@hotmail.com? Right. Okay. Okay, so it looks like what could be, what could be the case here is that the medical policy that you selected, the VIP Choice Plan, that plan- Mm-hmm. ... um, the, the insurance carrier for that plan sends the ID card for it, uh, via email. They don't send a physical copy by default. Um... Oh, okay. Yeah, so let me see here. And we are within that first week after the first deduction, so it is possible that it's already in your, um... It's possible that it's already in your inbox. But- Mm-hmm. ... as a... Just as a just-in-case measure, what I'll do is I'll also go ahead and send another copy from our email here. Um, but- Okay, great. Yeah, so this email that I'm sending, this is coming from info@benefitsinacard.com. If you don't see this- Mm-hmm. ... in your inbox, just check your spam folder. It might have gotten filtered there. Mm-hmm. You should be getting this- Yeah. ... in just, just a couple minutes here, okay? Okay, great. Thanks so much. No problem. Was there anything else I could help you with? Is that the only one I need, like, for the vision? Does that work for that too? Uh... No, um, my apologies. I... Let's see here. No, that, that ID card that I've just sent, that is just the medical. Um, you should be also receiving- Mm-hmm. ... a vision card. Now, that one you will get as a physical copy. Okay. Um, but, uh, that one is po-... It's possible that that one's just still in transit 'cause th- Mm-hmm. ... it still has until end of next week to, to arrive. Oh, okay. That's fine. I just wanted to make sure. All right then. Uh, was there anything else I could help you with? No, that was it. All right. Thanks again for calling and you have a wonderful day. Sa- thanks. 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: Um, I just have a question. I recently enrolled, uh, through a temp agency and I haven't received any c- uh, cards, um, to go to the doctor with, so I was just wondering if I'm gonna get any or how does that work?

Speaker speaker\_0: Yeah, um, ID cards will typically arrive one to two weeks after your policy's effective date, which policies-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... become effective the Monday following the first deduction out of your check.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Now, have you seen that deduction happen yet?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Let me pull your file up and see if there's anything I can figure out with that. What's the last four of your SSN?

Speaker speaker\_1: 5078.

Speaker speaker\_0: And the staffing company you work with?

Speaker speaker\_1: Associated Staffing.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Judy Ryan.

Speaker speaker\_0: Thank you. Ms. Ryan, could you verify your address and your date of birth for me?

Speaker speaker\_1: 227 East 5th Street, Hastings, Nebraska, 68901. Birthday is 3/16/70.

Speaker speaker\_0: Thank you. Phone on file we have is 402-902-0200?

Speaker speaker\_1: Right.

Speaker speaker\_0: All right. And we have an email jryan04@hotmail.com?

Speaker speaker\_1: Right.

Speaker speaker\_0: Okay. Okay, so it looks like what could be, what could be the case here is that the medical policy that you selected, the VIP Choice Plan, that plan-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... um, the, the insurance carrier for that plan sends the ID card for it, uh, via email. They don't send a physical copy by default. Um...

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: Yeah, so let me see here. And we are within that first week after the first deduction, so it is possible that it's already in your, um... It's possible that it's already in your inbox. But-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... as a... Just as a just-in-case measure, what I'll do is I'll also go ahead and send another copy from our email here. Um, but-

Speaker speaker\_1: Okay, great.

Speaker speaker\_0: Yeah, so this email that I'm sending, this is coming from info@benefitsinacard.com. If you don't see this-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... in your inbox, just check your spam folder. It might have gotten filtered there.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: You should be getting this-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... in just, just a couple minutes here, okay?

Speaker speaker\_1: Okay, great. Thanks so much.

Speaker speaker\_0: No problem. Was there anything else I could help you with?

Speaker speaker\_1: Is that the only one I need, like, for the vision? Does that work for that too?

Speaker speaker\_0: Uh... No, um, my apologies. I... Let's see here. No, that, that ID card that I've just sent, that is just the medical. Um, you should be also receiving-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... a vision card. Now, that one you will get as a physical copy.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, but, uh, that one is po-... It's possible that that one's just still in transit 'cause th-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... it still has until end of next week to, to arrive.

Speaker speaker\_1: Oh, okay. That's fine. I just wanted to make sure.

Speaker speaker\_0: All right then. Uh, was there anything else I could help you with?

Speaker speaker\_1: No, that was it.

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

Speaker speaker\_1: Sa- thanks. You too.

Speaker speaker\_0: All right. Bye now.