

Transcript: Chris Sofield (deactivated)-5673826096988160-5299051814141952

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling about the card. This is Chris. How can I help you today? Uh, my name is Montez Miles and I was wanting to know how do I activate my medical... my benefits plan. Uh, there isn't an activation method. If you've enrolled and you've received your ID card, as long as you're still seeing deductions out of your paycheck, it should be active. Ah, okay, so it's free. Yeah. Okay. Yeah, as long- That's what I- ... like I said, as long as you have your... Yeah, as long as you're still seeing deductions out of your checks, it's, it's active. There's nothing that you need to do to activate it. I can just go to... I can just go to the doctor and, and give him my card? Yeah, that... You should be able to do that. Yes, sir. Okay, thank you. You're welcome. Have a good day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling about the card. This is Chris. How can I help you today?

Speaker speaker_2: Uh, my name is Montez Miles and I was wanting to know how do I activate my medical... my benefits plan.

Speaker speaker_1: Uh, there isn't an activation method. If you've enrolled and you've received your ID card, as long as you're still seeing deductions out of your paycheck, it should be active.

Speaker speaker_2: Ah, okay, so it's free.

Speaker speaker_1: Yeah.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah, as long-

Speaker speaker_2: That's what I-

Speaker speaker_1: ... like I said, as long as you have your... Yeah, as long as you're still seeing deductions out of your checks, it's, it's active. There's nothing that you need to do to activate it.

Speaker speaker_2: I can just go to... I can just go to the doctor and, and give him my card?

Speaker speaker_1: Yeah, that... You should be able to do that. Yes, sir.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: You're welcome. Have a good day.