

Transcript: Chris Sofield

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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? Uh... Yes, sir. I recently enrolled last month, and I got a call today talking about re-enrollment in January 10th, and I just wanted to make sure that I didn't need to re-enroll. Uh... No. If you're already enrolled and you're not looking to make any changes, then nothing, uh... Then you don't need to do anything. That's just a reminder for anyone who has not yet enrolled, or if they want to make changes and the window closes on the 10th. Okay. I just didn't know, because I had it done in December, I didn't know if it, like, changed over since it was a new year or... No. Like, their, um... What staffing company do you work with? WorkSource. WorkSource. Uh... Let me take a look at something just to confirm here, 'cause I believe there are very, very few, um, actual, uh, changes to their enrollment. One moment. Okay. Yeah. It doe- it doesn't really look like there's ma- there's any differences for, uh, for their enrollment. So, um, you're, you're good to go. If, if you, if you're, uh... The only thing I know of is that they stopped paying for the, um, the dental if you're enrolled in anything, and instead they now pay for the vision if you're enrolled in anything . Okay. All righty then. All right. Great double-checking it. Sure. Thank you. No problem. Thanks for calling and have a wonderful day. You too. 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: Uh... Yes, sir. I recently enrolled last month, and I got a call today talking about re-enrollment in January 10th, and I just wanted to make sure that I didn't need to re-enroll.

Speaker speaker_1: Uh... No. If you're already enrolled and you're not looking to make any changes, then nothing, uh... Then you don't need to do anything. That's just a reminder for anyone who has not yet enrolled, or if they want to make changes and the window closes on the 10th.

Speaker speaker_2: Okay. I just didn't know, because I had it done in December, I didn't know if it, like, changed over since it was a new year or...

Speaker speaker_1: No. Like, their, um... What staffing company do you work with?

Speaker speaker_2: WorkSource.

Speaker speaker_1: WorkSource. Uh... Let me take a look at something just to confirm here, 'cause I believe there are very, very few, um, actual, uh, changes to their enrollment. One moment.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah. It doe- it doesn't really look like there's ma- there's any differences for, uh, for their enrollment. So, um, you're, you're good to go. If, if you, if you're, uh... The only thing I know of is that they stopped paying for the, um, the dental if you're enrolled in anything, and instead they now pay for the vision if you're enrolled in anything .

Speaker speaker_2: Okay. All righty then.

Speaker speaker_1: All right.

Speaker speaker_2: Great double-checking it. Sure. Thank you.

Speaker speaker_1: No problem. Thanks for calling and have a wonderful day.

Speaker speaker_2: You too. Bye.