

## **Transcript: Chris Sofield**

**(deactivated)-5836673737244672-4834713064128512**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. What'd you say?  
Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Oh, I'm here to enroll for my benefits at Innovative ... I just got the text message that's talking about, um, call y'all before the window close or something like that. Okay. Uh, you said this is with Innovative? Yes, sir. Okay. What's the last four of your Social to locate your file? 1405. And your first and last name? Jacqueseius Applewhite. All right. Mr. Applewhite, could you verify your address and date of birth for me please? 1629 S. Main Street. And 1210 254. And the rest of the address? The city, state and zip as well? You said what? I need the rest of the address, sir. The city, state and zip. Oh, okay. Um, 1629 S. Main Street, 2674 420. And what city in Kentucky, sir? Oh, Morgantown. Or not Morgantown, Henderson. I'm sorry, my fault. Thank you. And then we have a phone on file of 470-656-5388. Is that correct? Yeah, sir. All right. Looks like I show we already have an enrollment form on file, processed for you, uh, for dental insurance through them. Um- Yes, sir. So that enrollment's already set up. We're just waiting for Innovative to start taking those deductions out. Uh, were you looking to enroll into anything else from them? No, sir. Uh, question. Do you know how long it would take for them for it to go through so I can go, um, put my braces back on with my own insurance? So, um, the... Once the, once the deduction or once the deductions start, which is completely up to Innovative, uh, we're not involved in when that happens. Um, but whenever you see that first deduction, your coverage, uh, is effective the following Monday. It's already been taken it out. It says on my taxes, it be like, oh, Medicaid, this, or something like that- That's- ... on my taxes. ... taxes, sir. That's taxes. That's not- Oh, okay, okay. ... an insurance deduction. Okay, okay, okay. All right. Anything else? No, sir. Appreciate it. You're welcome. Thanks for calling and have a good day. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: What'd you say?

Speaker speaker\_2: Thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker\_1: Oh, I'm here to enroll for my benefits at Innovative ... I just got the text message that's talking about, um, call y'all before the window close or something like that.

Speaker speaker\_2: Okay. Uh, you said this is with Innovative?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay. What's the last four of your Social to locate your file?

Speaker speaker\_1: 1405.

Speaker speaker\_2: And your first and last name?

Speaker speaker\_1: Jacquesus Applewhite.

Speaker speaker\_2: All right. Mr. Applewhite, could you verify your address and date of birth for me please?

Speaker speaker\_1: 1629 S. Main Street. And 1210 254.

Speaker speaker\_2: And the rest of the address? The city, state and zip as well?

Speaker speaker\_1: You said what?

Speaker speaker\_2: I need the rest of the address, sir. The city, state and zip.

Speaker speaker\_1: Oh, okay. Um, 1629 S. Main Street, 2674 420.

Speaker speaker\_2: And what city in Kentucky, sir?

Speaker speaker\_1: Oh, Morgantown. Or not Morgantown, Henderson. I'm sorry, my fault.

Speaker speaker\_2: Thank you. And then we have a phone on file of 470-656-5388. Is that correct?

Speaker speaker\_1: Yeah, sir.

Speaker speaker\_2: All right. Looks like I show we already have an enrollment form on file, processed for you, uh, for dental insurance through them. Um-

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: So that enrollment's already set up. We're just waiting for Innovative to start taking those deductions out. Uh, were you looking to enroll into anything else from them?

Speaker speaker\_1: No, sir. Uh, question. Do you know how long it would take for them for it to go through so I can go, um, put my braces back on with my own insurance?

Speaker speaker\_2: So, um, the... Once the, once the deduction or once the deductions start, which is completely up to Innovative, uh, we're not involved in when that happens. Um, but whenever you see that first deduction, your coverage, uh, is effective the following Monday.

Speaker speaker\_1: It's already been taken it out. It says on my taxes, it be like, oh, Medicaid, this, or something like that-

Speaker speaker\_2: That's-

Speaker speaker\_1: ... on my taxes.

Speaker speaker\_2: ... taxes, sir. That's taxes. That's not-

Speaker speaker\_1: Oh, okay, okay.

Speaker speaker\_2: ... an insurance deduction.

Speaker speaker\_1: Okay, okay, okay.

Speaker speaker\_2: All right. Anything else?

Speaker speaker\_1: No, sir. Appreciate it.

Speaker speaker\_2: You're welcome. Thanks for calling and have a good day.

Speaker speaker\_1: You too.