

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 and a Card, this is Chris. How can I help you today? Yes, hi. Hello? Hello, thank you for calling Benefits and a Card. How can I help you today? Yes, uh, I'm calling regarding the insurance, uh, uh, enrollment. Okay. What staffing company do you work with? Yeah. Uh, CareBuilder. Okay. And the last four of your Social? Last four of my Social? They didn't ... Yes, ma'am. ... give me my Social Security. Um, no, no, hold on one second. Give me a second. Um, three, three, um, say card, support the, they cut the reissue. The reissue, mm-mm. Uh, 9319. And your first and last name? Veronique. Last name Abadou. And your first name? Veronique. Um, first name is Amina. Thank you. Can you please verify- Yeah. ... your address and date of birth? That'd be my son's. It is, uh, December, uh, 22nd. October 22nd, 1980. Thank you. And your address, can you please verify that as well? Address. Address? Y- yes, ma'am, your address. Can you please verify that? Okay, your address. Yeah, let me check it. Yeah. Hold on one minute. Yeah, the address is, um, 2434 Roosevelt, Roose... Belt Drive. And the rest of it, I need- Let me look up the phone number. Thank you. 94501. Thank you. We have a phone number on file of 510-956-9324, is that correct? Yes. Okay. All right. And did you have an idea of what you wanted to enroll into, ma'am? Oh, so is this one... Is different, uh, plan, right? So, okay. We are a plan administrator for the health insurance benefits for CareBuilders. Mm-hmm. Were you looking to enroll in the health insurance plans, ma'am? Yes. Okay. Did you have an idea of what you wanted to enroll into? Yeah, because, uh, I receive a lot of, you know, I, I receive like three pages but I have a different name of insurance, so I have to choose one, right? You're not required to enroll into any insurance benefits if you don't wish to do so. But I show that you're not currently enrolled into anything through CareBuilders. That's why- So for- That's why I'm calling because they, yeah, because the, uh, enrollment paper is in front, the form is in front of me. So, I have a hard time to understand, you know, how, what to choose, because I'm seeing different, uh, uh, you know, amount. I'm seeing VIP, something, you know, VIP, and the VIP Prime. Okay. So you just need... So you just need information- And the Prime. ... on benefits? I have the information. I read them but there is, you know, some kind of confusion. That's why I'm calling, to fill out the form. Okay. And what questions did you have regarding the insurance, ma'am? Okay. The, the question is I'm seeing a different amount, you know. For some, some additional, I don't know if it's the additional plan or additional benefit. Y- okay. So that is just because every insurance plan is completely separate and has its own cost associated with it. But... just how that works, ma'am. Okay. Okay, that's why, you know, I'm confusing because, you know, I'm seeing the dental I have, there is a amount of \$3, \$3, and you know, disability, vision. So, I have to accept all those if I want those? Yeah, if, if you want those benefits, you have to enroll into those benefits. You don't get benefits without enrolling into them. Yeah, I

know. I have to... That's what I say, I have the form with me. I have to fill out the form. I'm, I have a question to ask before to, you know, I'm, I'm filling out the, the form. Okay. And what is your question, ma'am? It's okay.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card, this is Chris. How can I help you today?

Speaker speaker_2: Yes, hi. Hello?

Speaker speaker_1: Hello, thank you for calling Benefits and a Card. How can I help you today?

Speaker speaker_2: Yes, uh, I'm calling regarding the insurance, uh, uh, enrollment.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Yeah. Uh, CareBuilder.

Speaker speaker_1: Okay. And the last four of your Social?

Speaker speaker_2: Last four of my Social? They didn't ...

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: ... give me my Social Security. Um, no, no, hold on one second. Give me a second. Um, three, three, um, say card, support the, they cut the reissue. The reissue, mm-mm. Uh, 9319.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Veronique. Last name Abadou.

Speaker speaker_1: And your first name?

Speaker speaker_2: Veronique. Um, first name is Amina.

Speaker speaker_1: Thank you. Can you please verify-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... your address and date of birth?

Speaker speaker_2: That'd be my son's.

Speaker speaker_3: It is, uh, December, uh, 22nd.

Speaker speaker_2: October 22nd, 1980.

Speaker speaker_1: Thank you. And your address, can you please verify that as well?

Speaker speaker_2: Address. Address?

Speaker speaker_1: Y- yes, ma'am, your address. Can you please verify that?

Speaker speaker_2: Okay, your address.

Speaker speaker_3: Yeah, let me check it. Yeah.

Speaker speaker_2: Hold on one minute. Yeah, the address is, um, 2434 Roosevelt, Roose... Belt Drive.

Speaker speaker_1: And the rest of it, I need-

Speaker speaker_2: Let me look up the phone number.

Speaker speaker_1: Thank you.

Speaker speaker_2: 94501.

Speaker speaker_1: Thank you. We have a phone number on file of 510-956-9324, is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right. And did you have an idea of what you wanted to enroll into, ma'am?

Speaker speaker_2: Oh, so is this one... Is different, uh, plan, right?

Speaker speaker_1: So, okay. We are a plan administrator for the health insurance benefits for CareBuilders.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Were you looking to enroll in the health insurance plans, ma'am?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Did you have an idea of what you wanted to enroll into?

Speaker speaker_2: Yeah, because, uh, I receive a lot of, you know, I, I receive like three pages but I have a different name of insurance, so I have to choose one, right?

Speaker speaker_1: You're not required to enroll into any insurance benefits if you don't wish to do so. But I show that you're not currently enrolled into anything through CareBuilders.

Speaker speaker_2: That's why-

Speaker speaker_1: So for-

Speaker speaker_2: That's why I'm calling because they, yeah, because the, uh, enrollment paper is in front, the form is in front of me. So, I have a hard time to understand, you know, how, what to choose, because I'm seeing different, uh, uh, you know, amount. I'm seeing VIP, something, you know, VIP, and the VIP Prime.

Speaker speaker_1: Okay. So you just need... So you just need information-

Speaker speaker_2: And the Prime.

Speaker speaker_1: ... on benefits?

Speaker speaker_2: I have the information. I read them but there is, you know, some kind of confusion. That's why I'm calling, to fill out the form.

Speaker speaker_1: Okay. And what questions did you have regarding the insurance, ma'am?

Speaker speaker_2: Okay. The, the question is I'm seeing a different amount, you know. For some, some additional, I don't know if it's the additional plan or additional benefit.

Speaker speaker_1: Y- okay. So that is just because every insurance plan is completely separate and has its own cost associated with it. But... just how that works, ma'am.

Speaker speaker_2: Okay. Okay, that's why, you know, I'm confusing because, you know, I'm seeing the dental I have, there is a amount of \$3, \$3, and you know, disability, vision. So, I have to accept all those if I want those?

Speaker speaker_1: Yeah, if, if you want those benefits, you have to enroll into those benefits. You don't get benefits without enrolling into them.

Speaker speaker_2: Yeah, I know. I have to... That's what I say, I have the form with me. I have to fill out the form. I'm, I have a question to ask before to, you know, I'm, I'm filling out the, the form.

Speaker speaker_1: Okay. And what is your question, ma'am?

Speaker speaker_2: It's okay.