

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? Hi. Um, I, uh, was a member of this insurance, but I canceled it. I think last week I called to cancel, um, the insurance. Um, I am getting insurance through like Creative Circle. I like have employment through there. Um, so I called to cancel it, but I was wondering if I can reverse that cancel and still get insurance for, um, however long you're able to give me insurance. I think it should like cover most of the month of November. Uh, yeah. Let me, let me take a look at your file. Uh, what, what's the last four of your social? Um, 3234. And your first and last name? Uh, Shauna Edwards. All right, Ms. Edwards. Uh, let's see here. All right. Can you verify your address and date of birth for me, please? Yeah. 527 Wayne Foote Way, Apartment 105, Manhattan, Kansas, 66502. And my birthday is 2-1-97. Thank you. Phone on file is 861-8099. Is that correct? Yes. All right. One moment, Ms. Edwards. Let me take a look here. Do you mind holding on the line for me for just a moment? I don't mind. Thanks. I'll be right back with you. No problem. Hi, Ms. Edwards? Yeah. Hey, thank you for holding. I do appreciate your patience, and I apologize- Mm-hmm. ... for the long hold. I was trying to verify a couple of things on our side here regarding, um, regarding reversing, like, the cancellation that you had requested last week, um. Mm-hmm. 'Cause what I was trying to figure out is, because of the, um... because of the manner of how this is being done, because the information to, um, to completely stop deductions has already- Mm-hmm. ... been sent Creative Circle. Right. Um, but you're still eligible to make changes. Yeah. So, I, I'm having to set it up as a effec- technically a brand new enrollment instead of just reversing the cancellation on your old enrollment. Where I'm try- Yeah, no problem. Yeah, where I'm trying to figure out though is if that's going to lead to any sort of gaps in your coverage, um, which it may, because we've already told them to stop deductions, so- Right. ... it may take a while before they can start those back up. Yeah. But also, I'm trying to figure out if, um, doing it in this manner is going to end up causing your policy information to change or not. Um, so, what I'll do then, because I'm still trying to find that answer for you- Mm-hmm. ... uh, I will, um, I'll go ahead and set your enrollment back up and- Okay. ... uh, go ahead and start that, start that back for you. Uh- Perfect. ... and then we'll research into those, into those, uh, questions, um, just to make sure that, like I said, I can... we're, we're making sure that we have a full understanding of exactly how this is going to work for you. Okay, perfect. And then I can give you a call back to, to let you know, uh, if, like I said, if there's gonna be a gap, um, and if there's going to be a new ID card, since it's technically a new enrollment. Okay? Yeah. That sounds perfect. Um, I think in general I will need a new card, 'cause I have never received one in the first place, because this was such a new situation. So, um, okay. So, that all sounds great. Thank you so much. I would, I look forward to your call back for- Okay, sweet. ... further explanation. Right. And in the, uh, in the

moment, like, um, like for the moment, because your coverage is still effective for the rest of the week, if you need to use it, it is, it is usable. Mm-hmm. And I can guarantee that, at least. Okay. Um, I can, I can send you a copy of your existing medical card, uh, that way- Yeah. ... if you need to use it for this week at least, you, you have that information. Yeah, I'd love to check it out. And then when I have more information on the rest of that, um, I'll, like I said, I'll, I'll relay all of that to you when I give you a call back. Uh, can you just confirm, we have your email on file, it looks like, sean.graphicart@gmail.com? Yep, that's right. Awesome. All right. So, I'll send you the copy of the existing medical card now. Um, that's gonna come from info@benefitsandcard.com. If you don't see this in your inbox, just check your spam folder. Okay. It might have gotten filtered there. And then, uh, we'll, we'll do that research into those questions to make sure that we're, we're not having any sort of weird ambiguity or weird, like, uh, just vague under- like, misunderstandings of whatever's going on with your insurance. Yeah, okay. And once I, once I know more information, I will definitely give you that call back. Uh, you should be able to... One moment. Huh. Okay. My apologies, I had... I thought your policy information would have been available, but it looks like for some reason there's a delay on that. It doe- um, I'll have to reach o- we'll have to reach out to the carrier to see if we can get that information for you. Uh, so right now, I can't send you anything, but when I give you the call back, um, I should have everything for you. Um- Okay, that sounds great. ... you can expect, you can expect that call back within the next day or two, okay? Okay. Sounds great. Thank you so much. I really appreciate it. You're very welcome. Thanks again for calling and have a wonderful day. Mm-hmm. Thanks. Bye. Bye now.

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: Hi. Um, I, uh, was a member of this insurance, but I canceled it. I think last week I called to cancel, um, the insurance. Um, I am getting insurance through like Creative Circle. I like have employment through there. Um, so I called to cancel it, but I was wondering if I can reverse that cancel and still get insurance for, um, however long you're able to give me insurance. I think it should like cover most of the month of November.

Speaker speaker_1: Uh, yeah. Let me, let me take a look at your file. Uh, what, what's the last four of your social?

Speaker speaker_2: Um, 3234.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Uh, Shauna Edwards.

Speaker speaker_1: All right, Ms. Edwards. Uh, let's see here. All right. Can you verify your address and date of birth for me, please?

Speaker speaker_2: Yeah. 527 Wayne Foote Way, Apartment 105, Manhattan, Kansas, 66502. And my birthday is 2-1-97.

Speaker speaker_1: Thank you. Phone on file is 861-8099. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. One moment, Ms. Edwards. Let me take a look here. Do you mind holding on the line for me for just a moment?

Speaker speaker_2: I don't mind.

Speaker speaker_1: Thanks. I'll be right back with you.

Speaker speaker_2: No problem.

Speaker speaker_3: Hi, Ms. Edwards?

Speaker speaker_2: Yeah.

Speaker speaker_3: Hey, thank you for holding. I do appreciate your patience, and I apologize-

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: ... for the long hold. I was trying to verify a couple of things on our side here regarding, um, regarding reversing, like, the cancellation that you had requested last week, um.

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: 'Cause what I was trying to figure out is, because of the, um... because of the manner of how this is being done, because the information to, um, to completely stop deductions has already-

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: ... been sent Creative Circle.

Speaker speaker_2: Right.

Speaker speaker_3: Um, but you're still eligible to make changes.

Speaker speaker_2: Yeah.

Speaker speaker_3: So, I, I'm having to set it up as a effec- technically a brand new enrollment instead of just reversing the cancellation on your old enrollment. Where I'm try-

Speaker speaker_2: Yeah, no problem.

Speaker speaker_3: Yeah, where I'm trying to figure out though is if that's going to lead to any sort of gaps in your coverage, um, which it may, because we've already told them to stop deductions, so-

Speaker speaker_2: Right.

Speaker speaker_3: ... it may take a while before they can start those back up.

Speaker speaker_2: Yeah.

Speaker speaker_3: But also, I'm trying to figure out if, um, doing it in this manner is going to end up causing your policy information to change or not. Um, so, what I'll do then, because I'm still trying to find that answer for you-

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: ... uh, I will, um, I'll go ahead and set your enrollment back up and-

Speaker speaker_2: Okay.

Speaker speaker_3: ... uh, go ahead and start that, start that back for you. Uh-

Speaker speaker_2: Perfect.

Speaker speaker_3: ... and then we'll research into those, into those, uh, questions, um, just to make sure that, like I said, I can... we're, we're making sure that we have a full understanding of exactly how this is going to work for you.

Speaker speaker_2: Okay, perfect.

Speaker speaker_3: And then I can give you a call back to, to let you know, uh, if, like I said, if there's gonna be a gap, um, and if there's going to be a new ID card, since it's technically a new enrollment. Okay?

Speaker speaker_2: Yeah. That sounds perfect. Um, I think in general I will need a new card, 'cause I have never received one in the first place, because this was such a new situation. So, um, okay. So, that all sounds great. Thank you so much. I would, I look forward to your call back for-

Speaker speaker_3: Okay, sweet.

Speaker speaker_2: ... further explanation.

Speaker speaker_3: Right. And in the, uh, in the moment, like, um, like for the moment, because your coverage is still effective for the rest of the week, if you need to use it, it is, it is usable.

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: And I can guarantee that, at least.

Speaker speaker_2: Okay.

Speaker speaker_3: Um, I can, I can send you a copy of your existing medical card, uh, that way-

Speaker speaker_2: Yeah.

Speaker speaker_3: ... if you need to use it for this week at least, you, you have that information.

Speaker speaker_2: Yeah, I'd love to check it out.

Speaker speaker_3: And then when I have more information on the rest of that, um, I'll, like I said, I'll, I'll relay all of that to you when I give you a call back. Uh, can you just confirm, we have your email on file, it looks like, sean.graphicart@gmail.com?

Speaker speaker_2: Yep, that's right.

Speaker speaker_3: Awesome. All right. So, I'll send you the copy of the existing medical card now. Um, that's gonna come from info@benefitsandcard.com. If you don't see this in your inbox, just check your spam folder.

Speaker speaker_2: Okay.

Speaker speaker_3: It might have gotten filtered there. And then, uh, we'll, we'll do that research into those questions to make sure that we're, we're not having any sort of weird ambiguity or weird, like, uh, just vague under- like, misunderstandings of whatever's going on with your insurance.

Speaker speaker_2: Yeah, okay.

Speaker speaker_3: And once I, once I know more information, I will definitely give you that call back. Uh, you should be able to... One moment. Huh. Okay. My apologies, I had... I thought your policy information would have been available, but it looks like for some reason there's a delay on that. It doe- um, I'll have to reach o- we'll have to reach out to the carrier to see if we can get that information for you. Uh, so right now, I can't send you anything, but when I give you the call back, um, I should have everything for you. Um-

Speaker speaker_2: Okay, that sounds great.

Speaker speaker_3: ... you can expect, you can expect that call back within the next day or two, okay?

Speaker speaker_2: Okay. Sounds great. Thank you so much. I really appreciate it.

Speaker speaker_3: You're very welcome. Thanks again for calling and have a wonderful day.

Speaker speaker_2: Mm-hmm. Thanks. Bye.

Speaker speaker_3: Bye now.