

## **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. My name is Nykira Boone. I work with, um, for DTC WorkFirst program and they... the guy told me to call this number to receive my, um, insurance card. Okay. Uh, what's the last four of your Social, ma'am? 8121. And your first and last name? Nykira, N as in Nancy, Y-K-I-R-A. Last name is Boone, B as in boy, O-O-N as in Nancy, E. Thank you. Um, Ms. Boone, could you verify your address and your date of birth for me please? Yes. My address is 400 Village Drive, Apartment 207, Marshall, Minnesota 56258 and my date of birth is 08-22-1998. Thank you. I have a phone on file, looks like 848-828-0712, is that correct? Yes. That is correct. All right. And an email on file of nykiraboone72@gmail.com, is that correct? That is correct. All right. One moment. I should be able to pull up a copy of your ID card and I should actually be able to email that on over to you. Bear with me just a moment- It's okay. ... to see if that... if that's been generated yet. Okay. Yes. It does look like that card is available. I'll go ahead and send this on over to you. This is gonna come from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. You should be getting this in just a couple of minutes here, okay? Okay. I have another question as well. Mm-hmm. Um, I... Is it just me on the insurance or is there- Uh. ... also a dependent on that as well? Looks, looks like this is for you and one child. Okay. Does she, um... Sorry. It's my daughter. Does she have a separate card or would I- No, it would be- ... have to fill out for- Uh, it would, it would be your ID card that's used f- uh, for, for any, um, any coverage for your daughter. Okay. Yeah, 'cause the card should say, uh, single parent family on there, I believe, if it's for, um, f- for the employee and ch- and any child or children. Um, and while they're not... their name is not gonna be on the card, they are listed in the s- in the carrier system as your dependent, so there shouldn't be any issue with that. Okay. And, um, can you see what is actually covered? Like, how much? Is it full coverage or is it, like, a certain percentage? And, like, is it medical, vision and dental? Uh, it I- it's just medical. I can t- I can tell you that. Um, as far as- All right. ... uh, exactly what's covered and how much, that's not gonna be a question I can answer 'cause we're only the enrollment admin for DTC. Um, for that kind of- Okay. ... uh, for that kind of information, you'll need to get in contact with the carrier yourself, American Public Life. Um, just, uh, their customer service number is gonna be on the, uh, on the ID card that I've emailed you. Okay. Yes. I just got the email. All right, then was there anything else? Nope. That was all. All right. If that's everything, thanks again for calling and have a wonderful day. Thank you. You too. You're welcome. Bye now. 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: Hi. My name is Nykira Boone. I work with, um, for DTC WorkFirst program and they... the guy told me to call this number to receive my, um, insurance card.

Speaker speaker\_1: Okay. Uh, what's the last four of your Social, ma'am?

Speaker speaker\_2: 8121.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Nykira, N as in Nancy, Y-K-I-R-A. Last name is Boone, B as in boy, O-O-N as in Nancy, E.

Speaker speaker\_1: Thank you. Um, Ms. Boone, could you verify your address and your date of birth for me please?

Speaker speaker\_2: Yes. My address is 400 Village Drive, Apartment 207, Marshall, Minnesota 56258 and my date of birth is 08-22-1998.

Speaker speaker\_1: Thank you. I have a phone on file, looks like 848-828-0712, is that correct?

Speaker speaker\_2: Yes. That is correct.

Speaker speaker\_1: All right. And an email on file of nykiraboone72@gmail.com, is that correct?

Speaker speaker\_2: That is correct.

Speaker speaker\_1: All right. One moment. I should be able to pull up a copy of your ID card and I should actually be able to email that on over to you. Bear with me just a moment-

Speaker speaker\_2: It's okay.

Speaker speaker\_1: ... to see if that... if that's been generated yet. Okay. Yes. It does look like that card is available. I'll go ahead and send this on over to you. This is gonna come from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. You should be getting this in just a couple of minutes here, okay?

Speaker speaker\_2: Okay. I have another question as well.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Um, I... Is it just me on the insurance or is there-

Speaker speaker\_1: Uh.

Speaker speaker\_2: ... also a dependent on that as well?

Speaker speaker\_1: Looks, looks like this is for you and one child.

Speaker speaker\_2: Okay. Does she, um... Sorry. It's my daughter. Does she have a separate card or would I-

Speaker speaker\_1: No, it would be-

Speaker speaker\_2: ... have to fill out for-

Speaker speaker\_1: Uh, it would, it would be your ID card that's used f- uh, for, for any, um, any coverage for your daughter.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yeah, 'cause the card should say, uh, single parent family on there, I believe, if it's for, um, f- for the employee and ch- and any child or children. Um, and while they're not... their name is not gonna be on the card, they are listed in the s- in the carrier system as your dependent, so there shouldn't be any issue with that.

Speaker speaker\_2: Okay. And, um, can you see what is actually covered? Like, how much? Is it full coverage or is it, like, a certain percentage? And, like, is it medical, vision and dental?

Speaker speaker\_1: Uh, it I- it's just medical. I can t- I can tell you that. Um, as far as-

Speaker speaker\_2: All right.

Speaker speaker\_1: ... uh, exactly what's covered and how much, that's not gonna be a question I can answer 'cause we're only the enrollment admin for DTC. Um, for that kind of-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... uh, for that kind of information, you'll need to get in contact with the carrier yourself, American Public Life. Um, just, uh, their customer service number is gonna be on the, uh, on the ID card that I've emailed you.

Speaker speaker\_2: Okay. Yes. I just got the email.

Speaker speaker\_1: All right, then was there anything else?

Speaker speaker\_2: Nope. That was all.

Speaker speaker\_1: All right. If that's everything, thanks again for calling and have a wonderful day.

Speaker speaker\_2: Thank you. You too.

Speaker speaker\_1: You're welcome. Bye now.

Speaker speaker\_2: Bye.