

Transcript: Chris Sofield

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Full Transcript

Yeah! How can I help you? Hi, um, my name is Michael Sullivan. Um, I was tr- um, with Oxford, uh, Oxford Global Resources. Um, I called their consultant here. Um, they said I needed to contact you guys. Uh, basically, I just need some information about my policy. Um, the only card that I have is the, the laminate that, uh, it has the benefits in the card with multi-plan and all that. I know that the healthcare provider is APL but I, I can't seem to find the policy and group number, so I have to fill out paperwork and I need that information. Okay. One moment. Um- Okay. ... what's the last four of your Social? 9438. All right, Mr. Sullivan. Could you verify your address and your date of birth for me? Yes. Date of birth 9-17-80, and address 102 South Blackhorse Pike, Apartment B as in boy, Blackwood, New Jersey, uh, 08012. Thanks. We've got a phone on file for you at 489-9995? Correct. And email mpsullivan17@gmail.com? Yes. Okay. Uh, bear with me just a moment. What I should be able to do is pull up a copy of that American Public Life card and email that directly on over to you. C- thank you, and, eh, can I get the, uh, dental as well? Uh, yeah, I can... I can definitely send that one as well. One moment. Okay. All right, I appreciate it. No problem. Let's see if we can get these pulled up here. Okay. I, I have old copies but they're from years ago and I don't know if it changes with new contracts, so, um... Um, looking on your file, uh, let's see here. Is there... Okay, yeah, I see, looks like it's been more or less consistent enrollment since around December of 2022 with- Mm-hmm. ... looks like one lapse sometime in the spring of 2024, most likely due to a contract switch. Yeah. Okay. All right, yeah, so with... Since the gap between your contracts wasn't more than a year, then it should still be the same policy numbers and s- same information for your, for your- Okay. ... APL medical and dental card or policies. But just to be- Okay. ... just for peace of mind, I'll go ahead and send the, uh, send copies of those right now, okay? Yeah. Thank you very much. I, I appreciate- No- ... your help. No problem. So this, uh, so these cards is coming... Ah, sorry. This is coming from info@benefitsinacard.com. If you don't see these- Okay. ... in your inbox, they should, uh, be... They may have gotten hit by the spam filter or sent to spam folder or something like that. Okay. Uh, but you should- Okay. ... be getting these ID cards in just a minute here. All right, thank you. No problem. Was there anything else I could help you with? No, that's all. All right. Well, if that's everything, thanks again for calling Benefits in a Card, and you have a wonderful day. Thanks. You too. Take care. You're welcome. Bye now. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Yeah!

Speaker speaker_1: How can I help you?

Speaker speaker_2: Hi, um, my name is Michael Sullivan. Um, I was tr- um, with Oxford, uh, Oxford Global Resources. Um, I called their consultant here. Um, they said I needed to contact you guys. Uh, basically, I just need some information about my policy. Um, the only card that I have is the, the laminate that, uh, it has the benefits in the card with multi-plan and all that. I know that the healthcare provider is APL but I, I can't seem to find the policy and group number, so I have to fill out paperwork and I need that information.

Speaker speaker_1: Okay. One moment. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... what's the last four of your Social?

Speaker speaker_2: 9438.

Speaker speaker_1: All right, Mr. Sullivan. Could you verify your address and your date of birth for me?

Speaker speaker_2: Yes. Date of birth 9-17-80, and address 102 South Blackhorse Pike, Apartment B as in boy, Blackwood, New Jersey, uh, 08012.

Speaker speaker_1: Thanks. We've got a phone on file for you at 489-9995?

Speaker speaker_2: Correct.

Speaker speaker_1: And email mpsullivan17@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Uh, bear with me just a moment. What I should be able to do is pull up a copy of that American Public Life card and email that directly on over to you.

Speaker speaker_2: C- thank you, and, eh, can I get the, uh, dental as well?

Speaker speaker_1: Uh, yeah, I can... I can definitely send that one as well. One moment.

Speaker speaker_2: Okay. All right, I appreciate it.

Speaker speaker_1: No problem. Let's see if we can get these pulled up here.

Speaker speaker_2: Okay. I, I have old copies but they're from years ago and I don't know if it changes with new contracts, so, um...

Speaker speaker_1: Um, looking on your file, uh, let's see here. Is there... Okay, yeah, I see, looks like it's been more or less consistent enrollment since around December of 2022 with-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... looks like one lapse sometime in the spring of 2024, most likely due to a contract switch.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. All right, yeah, so with... Since the gap between your contracts wasn't more than a year, then it should still be the same policy numbers and s- same information for your, for your-

Speaker speaker_2: Okay.

Speaker speaker_1: ... APL medical and dental card or policies. But just to be-

Speaker speaker_2: Okay.

Speaker speaker_1: ... just for peace of mind, I'll go ahead and send the, uh, send copies of those right now, okay?

Speaker speaker_2: Yeah. Thank you very much. I, I appreciate-

Speaker speaker_1: No-

Speaker speaker_2: ... your help.

Speaker speaker_1: No problem. So this, uh, so these cards is coming... Ah, sorry. This is coming from info@benefitsinacard.com. If you don't see these-

Speaker speaker_2: Okay.

Speaker speaker_1: ... in your inbox, they should, uh, be... They may have gotten hit by the spam filter or sent to spam folder or something like that.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, but you should-

Speaker speaker_2: Okay.

Speaker speaker_1: ... be getting these ID cards in just a minute here.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: No problem. Was there anything else I could help you with?

Speaker speaker_2: No, that's all.

Speaker speaker_1: All right. Well, if that's everything, thanks again for calling Benefits in a Card, and you have a wonderful day.

Speaker speaker_2: Thanks. You too. Take care.

Speaker speaker_1: You're welcome. Bye now.

Speaker speaker_2: All right. Bye-bye.