

## **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, Chris. Uh, my name is Kyle and, uh, I work for AmeriStaff in Eden, North Carolina. Um, and they had given me this card to give you guys a call. I would like to know, uh, I started working for them again. I've worked for them previously, but, um, is it any way that I can sign up for insurance today or is it only during, uh, open enrollment periods? So typically, it's only during open enrollment periods. However, if you are... If there's been enough of a gap between your last assignment and this one through AmeriStaff, you may be eligible to re-enroll as a r-... to re-enroll as a re-hire instead. Uh, but I'll have to- Okay. ... look at your file to, to be able to try to start a- Okay. ... sort- sort of- Yeah. ... verification for that. Uh, what's the last four- That, that is huge. ... digits? Uh, 5-1-4-8. And your last name, Kyle? Uh, Griffith. G-R-I-F-F-I-T-H. Thanks. Uh, can you verify- Uh- ... your address and your date of birth for me? Yes. My address is, uh, 3458 Huntington Trail, Cascade, Virginia 24069. My date of birth is 4/29/76. Thank you. We've got a phone number on file for you at 336-613-2616. Is that correct? Correct. Okay. Hmm. All right. So our system shows that you are currently enrolled in the VIP Standard Medical Policy, and it looks like you have- Okay. ... been since October. I did not... I, I did not know that. I, uh, I was hired roughly the end of August, so I guess, what is it, 60 days and then you're, then you're eligible? Uh, so not, not necessarily. So you're eligible for the first 30 days after your first check, um, but if you've- Uh-huh. ... not made any decisions, uh, regarding your insurance by that point, you are automatically enrolled into the medical policy. Um, so that's- Got it. ... what happened. You were automatically enrolled and it looks like that's been active. It looks like there's been consistent deductions for the past four months. Um, so yeah. Okay. So, uh, so can you, can you confirm if I give you my provider's name or, or I don't know their exact address, but can you confirm on your computer if, if the provider that I gave to is within the system? I would not be able to because we are just the enrollment admin for AmeriStaff. We don't have the information regarding the network. Uh, for that you could, um, you could either go to the network's website, multiplan.com, or you can get in contact with MultiPlan directly and I can give you their phone number if you want. So, uh, well, I'm ha-... I'm actually driving, but so, um, if... What, what kind of information do I present to my provider? I go tomorrow. What kind of information do I present that would signify to them, hey, this is my policy number or w- or what? Uh, I c-... I actually should be able to pull up a copy of the ID card and email it directly on over to you. Um, we could- Yeah, that would be great. Great. Yeah. Could, could you just confirm? We've got your email on file. It's kyleeneden at gmail.com? Correct. That is correct. Okay. Okay. Um, so yeah, what we'll do then is we'll go ahead and send this on over to you. Uh, this, this email is coming from info at benefits in a card dot com. If you don't see this in your inbox- Okay. ... just check your spam folder. Might have gotten filtered there. Um,

and then it'll, it'll be a PDF attachment. You can just download that and either print it off or just show the file to the doctor. Whatev- whatever you need to do to show them the information on it. As long as they can see that, they should be able to run your insurance. Gotcha. And that, um, that card will be specific to my particular policy number and information, correct? Correct, yes. It is... It is the insurance ID card for your, for your insurance policy. Got it. Got it. Yes, sir. Awesome. Okay, Chris, you've been a lot of help. Yes, you'll, uh, if you'll shoot that over. I'll... I'm headed to work, but I'll look at it a little later and, uh, I'll, I'll get that either... I'll either upload it onto my phone where they can read it or I'll pro-... I'll more than likely print it, so. All right then. Yeah, you should be getting this in just, uh, in just a couple of minutes here. Okay? Okay, great. Thank you. No problem. Was there anything else I could help you with? That'll be it. Thanks. You have a good day, okay? You as well. Thanks again for calling. Bye now. Uh-huh. Bye-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, Chris. Uh, my name is Kyle and, uh, I work for AmeriStaff in Eden, North Carolina. Um, and they had given me this card to give you guys a call. I would like to know, uh, I started working for them again. I've worked for them previously, but, um, is it any way that I can sign up for insurance today or is it only during, uh, open enrollment periods?

Speaker speaker\_1: So typically, it's only during open enrollment periods. However, if you are... If there's been enough of a gap between your last assignment and this one through AmeriStaff, you may be eligible to re-enroll as a r-... to re-enroll as a re-hire instead. Uh, but I'll have to-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... look at your file to, to be able to try to start a-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... sort- sort of-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... verification for that. Uh, what's the last four-

Speaker speaker\_2: That, that is huge.

Speaker speaker\_1: ... digits?

Speaker speaker\_2: Uh, 5-1-4-8.

Speaker speaker\_1: And your last name, Kyle?

Speaker speaker\_2: Uh, Griffith. G-R-I-F-F-I-T-H.

Speaker speaker\_1: Thanks. Uh, can you verify-

Speaker speaker\_2: Uh-

Speaker speaker\_1: ... your address and your date of birth for me?

Speaker speaker\_2: Yes. My address is, uh, 3458 Huntington Trail, Cascade, Virginia 24069. My date of birth is 4/29/76.

Speaker speaker\_1: Thank you. We've got a phone number on file for you at 336-613-2616. Is that correct?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. Hmm. All right. So our system shows that you are currently enrolled in the VIP Standard Medical Policy, and it looks like you have-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... been since October.

Speaker speaker\_2: I did not... I, I did not know that. I, uh, I was hired roughly the end of August, so I guess, what is it, 60 days and then you're, then you're eligible?

Speaker speaker\_1: Uh, so not, not necessarily. So you're eligible for the first 30 days after your first check, um, but if you've-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... not made any decisions, uh, regarding your insurance by that point, you are automatically enrolled into the medical policy. Um, so that's-

Speaker speaker\_2: Got it.

Speaker speaker\_1: ... what happened. You were automatically enrolled and it looks like that's been active. It looks like there's been consistent deductions for the past four months. Um, so yeah.

Speaker speaker\_2: Okay. So, uh, so can you, can you confirm if I give you my provider's name or, or I don't know their exact address, but can you confirm on your computer if, if the provider that I gave to is within the system?

Speaker speaker\_1: I would not be able to because we are just the enrollment admin for AmeriStaff. We don't have the information regarding the network. Uh, for that you could, um, you could either go to the network's website, multiplan.com, or you can get in contact with MultiPlan directly and I can give you their phone number if you want.

Speaker speaker\_2: So, uh, well, I'm ha-... I'm actually driving, but so, um, if... What, what kind of information do I present to my provider? I go tomorrow. What kind of information do I present that would signify to them, hey, this is my policy number or w- or what?

Speaker speaker\_1: Uh, I c-... I actually should be able to pull up a copy of the ID card and email it directly on over to you. Um, we could-

Speaker speaker\_2: Yeah, that would be great. Great.

Speaker speaker\_1: Yeah. Could, could you just confirm? We've got your email on file. It's kyleeneden at gmail.com?

Speaker speaker\_2: Correct. That is correct.

Speaker speaker\_1: Okay. Okay. Um, so yeah, what we'll do then is we'll go ahead and send this on over to you. Uh, this, this email is coming from info at benefits in a card dot com. If you don't see this in your inbox-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... just check your spam folder. Might have gotten filtered there. Um, and then it'll, it'll be a PDF attachment. You can just download that and either print it off or just show the file to the doctor. Whatev- whatever you need to do to show them the information on it. As long as they can see that, they should be able to run your insurance.

Speaker speaker\_2: Gotcha. And that, um, that card will be specific to my particular policy number and information, correct?

Speaker speaker\_1: Correct, yes. It is... It is the insurance ID card for your, for your insurance policy.

Speaker speaker\_2: Got it. Got it.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Awesome. Okay, Chris, you've been a lot of help. Yes, you'll, uh, if you'll shoot that over. I'll... I'm headed to work, but I'll look at it a little later and, uh, I'll, I'll get that either... I'll either up- upload it onto my phone where they can read it or I'll pro-... I'll more than likely print it, so.

Speaker speaker\_1: All right then. Yeah, you should be getting this in just, uh, in just a couple of minutes here. Okay?

Speaker speaker\_2: Okay, great. Thank you.

Speaker speaker\_1: No problem. Was there anything else I could help you with?

Speaker speaker\_2: That'll be it. Thanks. You have a good day, okay?

Speaker speaker\_1: You as well. Thanks again for calling. Bye now.

Speaker speaker\_2: Uh-huh. Bye-bye.