

Transcript: Chris Sofield

(deactivated)-6164074085171200-6216033592885248

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? Hello, Chris. This is Rami Guerra, and I was looking to get some help with, um, getting insurance or at least getting information on my insurance. Uh- Okay. ... are you able to help me out with that today? Uh, yeah. What staffing company do you work with? Uh, HCC Healthcare. And the last four of your Social? Let me get my Social real quick, give me a second. It is 364-23-5906. Okay. I just needed the last four numbers, so 5906. Oh. Oh, I'm so sorry. I should... Okay. And you said last name was, uh, Guerra? Or- Yep. All right. One moment. Okay. Can you verify your address and your date of birth for me, please? Uh, yes. My current address is 5738 Orchard Court, and my birthday is May 21st, 1998. Okay. And the rest of your address? I need the city, state and zip code as well. Oh, sorry about that. City is Lansing, zip code is 48911 and, uh, state is Michigan. Thank you. All right. We have a phone on file for you at 517-897-6705. Is that correct? Yes. Okay. I'm showing it looks like you're currently enrolled into the Stay Healthy TeleRX plan for preventative care services and a membership to the free RX prescription program, along with behavioral health for therapy and counseling services. All right. Now, uh, I was trying to go about getting those, um, benefits, but I was running into some roadblocks with not having an insurance card. Are you able to, um... I think you and I called about this before, and they said there was, uh, one on their way, but that was like three or four weeks ago, and I haven't received anything in the mail yet. So I was wondering if I can get either a status update, um, or is there somewha- um... I guess right now I think we're past a status update. I think I might need another card or if you know what happened to the previous card. Yeah. Unfortunately, I really- I guess I just need a card. Yeah. Unfortunately, I really wouldn't know what happened to the previous card, as you should have received it, uh, by now. Um, well- Yeah. ... before now, actually. Yeah. Yeah. Um, what I can do for you, I can, uh, I can email a copy of the ID card directly to you. Uh, we have an email address on file. It looks like zezo1632@outlook.com. Is that correct? Yes. I think I've also, um... Are, are you able to just email that right now just to see if it comes through? Because I also tried to get my card through an email, but I wasn't able to find it that way. Are you... do you think you're able to email me right now over the phone just to confirm that everything is in order? Mm-hmm. Bear with me a moment, sir. Alrighty. Thank you. You're welcome. And... Oh, I'm sorry. Let me know when you're able- No, go ahead. ... to ask me questions. All right. Uh, I, um... So would it be possible to get... to send me a insurance card? Or are you're not able to do that since you can only send out- Yes. No. I can... No, I can email a copy of that ID card directly on over to you. Uh, this email is coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Okay? All right. I'm going to stay on the phone while I check. zezo1632@outlook.com. Junk, nothing in junk.

Conflicts. Hmm. All right. Um- Do you mind if I stay on the phone while I, um... I, I, I... this is very important to me and I've been, um... it's been too long without- All right. Confirm for me, confirm for me the spelling of your email address. Z as in zebra, E as in echo, Z as in zebra, O as in Oscar, 1632@outlook.com? Yes. That is correct. Okay. On, on our side, it's showing as sent. So you should, you should be receiving that. All right. I'm, uh, I'm keeping it updated right now. I'm still waiting for it to come through into the mailbox. Okay, there it is..... Benefits in a Card. Okay, there it is. Let me, let me download the attachment real quick. All right. I think we got it. I just want to confirm. Let's see. All right. I got the message, but I should be able to download it. Thank you so much. No problem. Anything else? Uh, no, that should be it. Thank you. Uh, you have a nice day. You're welcome. You're welcome. Thanks again for calling. 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: Hello, Chris. This is Rami Guerra, and I was looking to get some help with, um, getting insurance or at least getting information on my insurance. Uh-

Speaker speaker_1: Okay.

Speaker speaker_2: ... are you able to help me out with that today?

Speaker speaker_1: Uh, yeah. What staffing company do you work with?

Speaker speaker_2: Uh, HCC Healthcare.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Let me get my Social real quick, give me a second. It is 364-23-5906.

Speaker speaker_1: Okay. I just needed the last four numbers, so 5906.

Speaker speaker_2: Oh. Oh, I'm so sorry. I should...

Speaker speaker_1: Okay. And you said last name was, uh, Guerra? Or-

Speaker speaker_2: Yep.

Speaker speaker_1: All right. One moment. Okay. Can you verify your address and your date of birth for me, please?

Speaker speaker_2: Uh, yes. My current address is 5738 Orchard Court, and my birthday is May 21st, 1998.

Speaker speaker_1: Okay. And the rest of your address? I need the city, state and zip code as well.

Speaker speaker_2: Oh, sorry about that. City is Lansing, zip code is 48911 and, uh, state is Michigan.

Speaker speaker_1: Thank you. All right. We have a phone on file for you at 517-897-6705. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. I'm showing it looks like you're currently enrolled into the Stay Healthy TeleRX plan for preventative care services and a membership to the free RX prescription program, along with behavioral health for therapy and counseling services.

Speaker speaker_2: All right. Now, uh, I was trying to go about getting those, um, benefits, but I was running into some roadblocks with not having an insurance card. Are you able to, um... I think you and I called about this before, and they said there was, uh, one on their way, but that was like three or four weeks ago, and I haven't received anything in the mail yet. So I was wondering if I can get either a status update, um, or is there somewha- um... I guess right now I think we're past a status update. I think I might need another card or if you know what happened to the previous card.

Speaker speaker_1: Yeah. Unfortunately, I really-

Speaker speaker_2: I guess I just need a card.

Speaker speaker_1: Yeah. Unfortunately, I really wouldn't know what happened to the previous card, as you should have received it, uh, by now. Um, well-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... before now, actually.

Speaker speaker_2: Yeah. Yeah.

Speaker speaker_1: Um, what I can do for you, I can, uh, I can email a copy of the ID card directly to you. Uh, we have an email address on file. It looks like zezo1632@outlook.com. Is that correct?

Speaker speaker_2: Yes. I think I've also, um... Are, are you able to just email that right now just to see if it comes through? Because I also tried to get my card through an email, but I wasn't able to find it that way. Are you... do you think you're able to email me right now over the phone just to confirm that everything is in order?

Speaker speaker_1: Mm-hmm. Bear with me a moment, sir.

Speaker speaker_2: Alrighty. Thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_2: And... Oh, I'm sorry. Let me know when you're able-

Speaker speaker_1: No, go ahead.

Speaker speaker_2: ... to ask me questions. All right. Uh, I, um... So would it be possible to get... to send me a insurance card? Or are you're not able to do that since you can only send out-

Speaker speaker_1: Yes. No. I can... No, I can email a copy of that ID card directly on over to you. Uh, this email is coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Okay?

Speaker speaker_2: All right. I'm going to stay on the phone while I check. zezo1632@outlook.com. Junk, nothing in junk. Conflicts. Hmm.

Speaker speaker_1: All right. Um-

Speaker speaker_2: Do you mind if I stay on the phone while I, um... I, I, I... this is very important to me and I've been, um... it's been too long without-

Speaker speaker_1: All right. Confirm for me, confirm for me the spelling of your email address. Z as in zebra, E as in echo, Z as in zebra, O as in Oscar, 1632@outlook.com?

Speaker speaker_2: Yes. That is correct.

Speaker speaker_1: Okay. On, on our side, it's showing as sent. So you should, you should be receiving that.

Speaker speaker_2: All right. I'm, uh, I'm keeping it updated right now. I'm still waiting for it to come through into the mailbox. Okay, there it is..... Benefits in a Card. Okay, there it is. Let me, let me download the attachment real quick. All right. I think we got it. I just want to confirm. Let's see. All right. I got the message, but I should be able to download it. Thank you so much.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: Uh, no, that should be it. Thank you. Uh, you have a nice day.

Speaker speaker_1: You're welcome. You're welcome. Thanks again for calling. Bye now.

Speaker speaker_2: Bye.