

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? Yes, my name is Melissa Barnett, and, uh, I'm with Innovative, uh, Staffing Solutions, and, um, I was needing, um, more information... 'cause they just sent me the text, on, um... I- is this, like, my insurance? Is that what that is? Uh, y- yes. Yes, ma'am. We're the plan administrator for the health insurance benefits for Innovative. Okay. Um. So, my question is, um, will I be receiving a card or, um, will I, uh, just have to call, um, here to, uh, have that... have the, um, whatever... Like, if I go see a doctor, do I call this number and they talk to you guys or will I get a card? Uh. So on- whenever you sign up for any insurance, whenever you enroll, um, any enrollment takes about a week or two to fully process. Once the process has completed is when you could start seeing those deductions coming out of your checks. Once you see that first deduction happen, your policy is effective the following Monday with ID cards typically arriving in one to two weeks after that effective date. So yeah, you would- ...you would receive ID cards. Um, it just takes a little bit of time after the policy's gone into effect to get those. Oh, okay. All right. That makes sense. Um... Well, that's all the questions that I had for you. All right then, if that's everything. Thanks again for calling and you have a wonderful day. You too. Bye. You can 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: Yes, my name is Melissa Barnett, and, uh, I'm with Innovative, uh, Staffing Solutions, and, um, I was needing, um, more information... 'cause they just sent me the text, on, um... I- is this, like, my insurance? Is that what that is?

Speaker speaker_1: Uh, y- yes. Yes, ma'am. We're the plan administrator for the health insurance benefits for Innovative.

Speaker speaker_2: Okay. Um. So, my question is, um, will I be receiving a card or, um, will I, uh, just have to call, um, here to, uh, have that... have the, um, whatever... Like, if I go see a doctor, do I call this number and they talk to you guys or will I get a card?

Speaker speaker_1: Uh. So on- whenever you sign up for any insurance, whenever you enroll, um, any enrollment takes about a week or two to fully process. Once the process has completed is when you could start seeing those deductions coming out of your checks. Once you see that first deduction happen, your policy is effective the following Monday with ID cards typically arriving in one to two weeks after that effective date. So yeah, you would- ...you would receive ID cards. Um, it just takes a little bit of time after the policy's gone into effect to get those.

Speaker speaker_2: Oh, okay. All right. That makes sense. Um... Well, that's all the questions that I had for you.

Speaker speaker_1: All right then, if that's everything. Thanks again for calling and you have a wonderful day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: You can bye now.