

## **Transcript: Chris Sofield**

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### **Full Transcript**

Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Okay. I received the card by my address and, uh, what is, uh, the benefit of this card? I, I didn't get, uh, uh, the point and what is my responsibility also? Okay. So, Benefits on a Card, we are a plan administrator for health insurance benefits for staffing companies. Do you work with a staffing company, sir? Yeah, I'm working Integrity. With Integrated? Yeah. Integrity Trade Services. Oh, Integrity Trade Services. Okay. Yeah, yeah. So, um, one moment. Can I get an interpreter maybe? If it's possible. I'm sorry? May I get an interpreter, uh, in another language maybe? What language do you speak? Amharic. Maybe... If I lose some points, maybe, that's why I'm asking. But I can keep English? No, you're, you're fine sir. Um, there doesn't seem to be much of an issue with, with, um... There doesn't seem to be much with, of an issue with understanding what you're asking. I'm just, like I said, I'm, I ask questions just to confirm that I'm hearing something correctly. But either way. Okay. Um, one moment. Okay. All right. So you work with Integrity Trade Services. So, what that could be... Um, Integrity Trade Services has a policy where they automatically enroll their new hires into an insurance plan, um- Mm-hmm. ... unless you were to have called us to state that you don't want that insurance policy. Do you recall ever calling us in the, in the past to te- to say that you don't want any insurance from them? Uh, I didn't call you with, uh, particular this, but I send it to Mike, uh, copying the cards and to interpret what is the benefits from this, I didn't understand. I send it to him, but I couldn't... I didn't get a response. That's why I, I called you now. Right. Okay. So, um, the plan that, that Integrity automatically enrolls their new hires into is for preventative care services. Mm-hmm. So things like physicals and vaccines and cancer screenings and things like that. Um- Okay. ... so that's what that... It's a... That's an ID card for an insurance policy. Oh, okay. Uh, what is, uh, my responsibility? For example, if I use something for medication or something, what is my, uh, responsibility? Or I'm going to pay or something or some... Right. So, um, as far as like how the plan works, it only covers those preventative care services, but as long as you're following the network by... So, like, locating participating providers, um, as long as you're following the network, then there... Okay. You, you... Like, the insurance will pay the entire bill for those preventative care services. Oh, okay. Okay. Thank you. Okay. You, you're welcome. Was there anything else I could help you with? Uh, no, no for now. It's enough. Okay. All right. Thank you again for calling and have a good day. Okay. Thank you. You're welcome. Bye now.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker\_1: Okay. I received the card by my address and, uh, what is, uh, the benefit of this card? I, I didn't get, uh, uh, the point and what is my responsibility also?

Speaker speaker\_0: Okay. So, Benefits on a Card, we are a plan administrator for health insurance benefits for staffing companies. Do you work with a staffing company, sir?

Speaker speaker\_1: Yeah, I'm working Integrity.

Speaker speaker\_0: With Integrated?

Speaker speaker\_1: Yeah. Integrity Trade Services.

Speaker speaker\_0: Oh, Integrity Trade Services. Okay.

Speaker speaker\_1: Yeah, yeah.

Speaker speaker\_0: So, um, one moment.

Speaker speaker\_1: Can I get an interpreter maybe? If it's possible.

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: May I get an interpreter, uh, in another language maybe?

Speaker speaker\_0: What language do you speak?

Speaker speaker\_1: Amharic. Maybe... If I lose some points, maybe, that's why I'm asking. But I can keep English?

Speaker speaker\_0: No, you're, you're fine sir. Um, there doesn't seem to be much of an issue with, with, um... There doesn't seem to be much with, of an issue with understanding what you're asking. I'm just, like I said, I'm, I ask questions just to confirm that I'm hearing something correctly. But either way.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, one moment.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. So you work with Integrity Trade Services. So, what that could be... Um, Integrity Trade Services has a policy where they automatically enroll their new hires into an insurance plan, um-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... unless you were to have called us to state that you don't want that insurance policy. Do you recall ever calling us in the, in the past to te- to say that you don't want any insurance from them?

Speaker speaker\_1: Uh, I didn't call you with, uh, particular this, but I send it to Mike, uh, copying the cards and to interpret what is the benefits from this, I didn't understand. I send it to him, but I couldn't... I didn't get a response. That's why I, I called you now.

Speaker speaker\_0: Right. Okay. So, um, the plan that, that Integrity automatically enrolls their new hires into is for preventative care services.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So things like physicals and vaccines and cancer screenings and things like that. Um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... so that's what that... It's a... That's an ID card for an insurance policy.

Speaker speaker\_1: Oh, okay. Uh, what is, uh, my responsibility? For example, if I use something for medication or something, what is my, uh, responsibility? Or I'm going to pay or something or some...

Speaker speaker\_0: Right. So, um, as far as like how the plan works, it only covers those preventative care services, but as long as you're following the network by... So, like, locating participating providers, um, as long as you're following the network, then there...

Speaker speaker\_1: Okay.

Speaker speaker\_0: You, you... Like, the insurance will pay the entire bill for those preventative care services.

Speaker speaker\_1: Oh, okay. Okay. Thank you. Okay.

Speaker speaker\_0: You, you're welcome. Was there anything else I could help you with?

Speaker speaker\_1: Uh, no, no for now. It's enough. Okay.

Speaker speaker\_0: All right. Thank you again for calling and have a good day.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: You're welcome. Bye now.