

## **Transcript: Chris Sofield**

**(deactivated)-6289778754928640-6442071584358400**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello. Medical Express Card, this is Chris. How can I help you today? Um, yeah, I was trying to see if you can send me a copy of my insurance card. Yeah, that should be possible. Uh, what staffing company do you work with? Um, WorkSource. WorkSource. And last four of your Social? 7154. Thank you. And what's your first and last name, sir? Uh, Colton Corn. All right, Mr. Corn, could you verify your address and your date of birth for me? Uh, 1707 Alma Boulevard in Van Buren, Arkansas. My birthday is 2/15/2000. Thank you. We have a phone on file of 314-1001. Is that correct? Yep. And an email of Chassdoor@gmail.com? Yes. Got it. One moment, let me check to see. All right. Okay, so, um, at this time, uh, because it looks like the policy only, uh, became effective as of yesterday and it can take the carrier some time to generate all the policy information, it doesn't look like they've gotten that generated as of yet. Um, so unfortunately I don't have a copy of the ID card to send to you right now. Um, what I'll do is I'll email our back office team and see if they can get that information, uh, from the carrier, uh, see if there's any way that they can get that where I can't, and then, uh, once I, once I hear back from them, I can give you a call back with your policy information. Okay? All right. Well, I was just trying to use my insurance for a chiropractor and... All right. So, um, I'm not 100% sure on what your coverage for that would be. For that kind of thing, you may want to get in contact with the carrier directly. Um, I can give you their phone number. Uh, they, they might be able to give you some information, seeing as it is an active policy. Um, let me know when you're ready. Okay. All right, go ahead. All right. The phone number to call is going to be 800-256-8606.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hello. Medical Express Card, this is Chris. How can I help you today?

Speaker speaker\_2: Um, yeah, I was trying to see if you can send me a copy of my insurance card.

Speaker speaker\_1: Yeah, that should be possible. Uh, what staffing company do you work with?

Speaker speaker\_2: Um, WorkSource.

Speaker speaker\_1: WorkSource. And last four of your Social?

Speaker speaker\_2: 7154.

Speaker speaker\_1: Thank you. And what's your first and last name, sir?

Speaker speaker\_2: Uh, Colton Corn.

Speaker speaker\_1: All right, Mr. Corn, could you verify your address and your date of birth for me?

Speaker speaker\_2: Uh, 1707 Alma Boulevard in Van Buren, Arkansas. My birthday is 2/15/2000.

Speaker speaker\_1: Thank you. We have a phone on file of 314-1001. Is that correct?

Speaker speaker\_2: Yep.

Speaker speaker\_1: And an email of Chassdoor@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Got it. One moment, let me check to see. All right. Okay, so, um, at this time, uh, because it looks like the policy only, uh, became effective as of yesterday and it can take the carrier some time to generate all the policy information, it doesn't look like they've gotten that generated as of yet. Um, so unfortunately I don't have a copy of the ID card to send to you right now. Um, what I'll do is I'll email our back office team and see if they can get that information, uh, from the carrier, uh, see if there's any way that they can get that where I can't, and then, uh, once I, once I hear back from them, I can give you a call back with your policy information. Okay?

Speaker speaker\_2: All right. Well, I was just trying to use my insurance for a chiropractor and...

Speaker speaker\_1: All right. So, um, I'm not 100% sure on what your coverage for that would be. For that kind of thing, you may want to get in contact with the carrier directly. Um, I can give you their phone number. Uh, they, they might be able to give you some information, seeing as it is an active policy. Um, let me know when you're ready.

Speaker speaker\_2: Okay. All right, go ahead.

Speaker speaker\_1: All right. The phone number to call is going to be 800-256-8606.