

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hey, this is Fidella Sanchez. I'm calling regarding my insurance. Okay. Um, what staffing company do you work with? Uh, Mau. M-A-U? Yes. I'm so used to saying "Mau," I'm sorry. Hm. No, you're fine. And then the last four of your Social? It's 7811. Okay. And your first and last name? Fidella Sanchez Espinoza. Thank you. Uh, can you verify your address and date of birth for me, please? Yes. Um, 15 Emerald Run, and June 28th, 1987. And the rest of the address? I need the city, state, and zip as well. Newberry, South Carolina 29108. Okay, thank you. We have a phone number on file of 271-8621. Is that correct? Yes, that's correct. Okay. All right, so, uh, it shows... It looks like you're currently enrolled into the Ensure Plus basic plan for employee only, uh, covering, um, medical services, things like, uh, doctor's offices, uh, like doctor's office visits, hospitalizations, prescriptions, surgeries, and things like that. Um, were you looking to, like, make any changes to that plan or cancel that plan or anything like that? No, I want to keep it. I got a message saying that it was gonna... that it was expiring today. So I was like, "I'm gonna just give them a call to, like, keep everything so I can, like, keep on having the insurance." Okay, so was it talking about, like, open enrollment ending soon? Yes. Okay. Yeah, that's just an automated rem- uh, automated message that went out to everyone at MAU letting you guys know that open enrollment ends this week, um, and if you wanted to make any changes or, or anything like that, to give us a call. But if you want to keep everything as is, you don't need to do anything. Okay, uh, do I ever have to, like, call for, um, for it to be, like, renewed or something like that? No, it, it- Or does it renew automatically? It's automatic. Okay, so I just have to call it if I want to cancel it or make a change? Correct, yeah. Only... You only need to give us a call if there's ever a, um, like, an issue or you're, if you're confused about anything, about, like, as far as the plan itself or your enrollment or if you want to make any changes to your enrollment. But if, if everything is working as you want it to work and you don't want to make any changes, then you, you don't need to call us. Oh, okay. Gotcha, gotcha. Then- Mm-hmm. I'm sorry, I w- I was just trying to make sure. I was like, "I don't know if I'm a... if it's gonna expire or something." It's better to make sure. N- No, I, I definitely get it. But yeah, no, all, all it is is just letting everyone at MAU know that open enrollment ends this week. So this is the last t- this is the last week to make any changes if you wish to do so. Oh, okay. All right. Anything else? Nope, that was pretty much it. All right. If that's everything, thanks for calling and have a wonderful day. Thank you. You too. All right. Mm-bye now. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_1: Hey, this is Fidella Sanchez. I'm calling regarding my insurance.

Speaker speaker_0: Okay. Um, what staffing company do you work with?

Speaker speaker_1: Uh, Mau.

Speaker speaker_0: M-A-U?

Speaker speaker_1: Yes. I'm so used to saying "Mau," I'm sorry.

Speaker speaker_0: Hm. No, you're fine. And then the last four of your Social?

Speaker speaker_1: It's 7811.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Fidella Sanchez Espinoza.

Speaker speaker_0: Thank you. Uh, can you verify your address and date of birth for me, please?

Speaker speaker_1: Yes. Um, 15 Emerald Run, and June 28th, 1987.

Speaker speaker_0: And the rest of the address? I need the city, state, and zip as well.

Speaker speaker_1: Newberry, South Carolina 29108.

Speaker speaker_0: Okay, thank you. We have a phone number on file of 271-8621. Is that correct?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: Okay. All right, so, uh, it shows... It looks like you're currently enrolled into the Ensure Plus basic plan for employee only, uh, covering, um, medical services, things like, uh, doctor's offices, uh, like doctor's office visits, hospitalizations, prescriptions, surgeries, and things like that. Um, were you looking to, like, make any changes to that plan or cancel that plan or anything like that?

Speaker speaker_1: No, I want to keep it. I got a message saying that it was gonna... that it was expiring today. So I was like, "I'm gonna just give them a call to, like, keep everything so I can, like, keep on having the insurance."

Speaker speaker_0: Okay, so was it talking about, like, open enrollment ending soon?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Yeah, that's just an automated rem- uh, automated message that went out to everyone at MAU letting you guys know that open enrollment ends this week, um, and if you wanted to make any changes or, or anything like that, to give us a call. But if you want to keep everything as is, you don't need to do anything.

Speaker speaker_1: Okay, uh, do I ever have to, like, call for, um, for it to be, like, renewed or something like that?

Speaker speaker_0: No, it, it-

Speaker speaker_1: Or does it renew automatically?

Speaker speaker_0: It's automatic.

Speaker speaker_1: Okay, so I just have to call it if I want to cancel it or make a change?

Speaker speaker_0: Correct, yeah. Only... You only need to give us a call if there's ever a, um, like, an issue or you're, if you're confused about anything, about, like, as far as the plan itself or your enrollment or if you want to make any changes to your enrollment. But if, if everything is working as you want it to work and you don't want to make any changes, then you, you don't need to call us.

Speaker speaker_1: Oh, okay. Gotcha, gotcha. Then-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I'm sorry, I w- I was just trying to make sure. I was like, "I don't know if I'm a... if it's gonna expire or something." It's better to make sure.

Speaker speaker_0: N- No, I, I definitely get it. But yeah, no, all, all it is is just letting everyone at MAU know that open enrollment ends this week. So this is the last t- this is the last week to make any changes if you wish to do so.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: All right. Anything else?

Speaker speaker_1: Nope, that was pretty much it.

Speaker speaker_0: All right. If that's everything, thanks for calling and have a wonderful day.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: All right. Mm-bye now.

Speaker speaker_1: Bye-bye.