

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? Hi, Chris. I'm calling because I was trying to see if my insurance is active. Okay. What staffing company do you work with? Surge. And the last four of your social? 7345. Thank you. And your first and last name? Samuel Ducroy. Thank you. Can you verify your address and date of birth for me please? Yes. 8805 Lake Crest Road, Mundy City, Georgia 30291 and date of birth 0-0623-1991. Okay. Phone num- phone I have on file is 404-567-0344, is that correct? Yes. All right. It does look like your coverage is currently active at this time. Okay, so that's with medical, correct? So I can just go- Uh, yes. ... um, y'all can book me a, um, appointment if I need to go to the doctor's office? So you have the Stay Healthy Preventative Care plan, so you're good for things like physicals, vaccines, cancer screenings and services like that, as long as you're following the, uh, MultiPlan network, which information on how to locate those providers should be on the ID card. Okay. Just, just a quick question one more time. So when you say, like, a physical, that, is that like... Like, what does that cover? I just- Like, like your... Like your yearly physical? Okay, okay. Oh, okay. That's what... Okay, yeah, yeah, yeah. Okay, thank you. All right. Anything else? No, that's it. Thank you. All right. Thanks again for calling and have a good day.

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: Hi, Chris. I'm calling because I was trying to see if my insurance is active.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Surge.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 7345.

Speaker speaker_1: Thank you. And your first and last name?

Speaker speaker_2: Samuel Ducroy.

Speaker speaker_1: Thank you. Can you verify your address and date of birth for me please?

Speaker speaker_2: Yes. 8805 Lake Crest Road, Munny City, Georgia 30291 and date of birth 0-0623-1991.

Speaker speaker_1: Okay. Phone num- phone I have on file is 404-567-0344, is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. It does look like your coverage is currently active at this time.

Speaker speaker_2: Okay, so that's with medical, correct? So I can just go-

Speaker speaker_1: Uh, yes.

Speaker speaker_2: ... um, y'all can book me a, um, appointment if I need to go to the doctor's office?

Speaker speaker_1: So you have the Stay Healthy Preventative Care plan, so you're good for things like physicals, vaccines, cancer screenings and services like that, as long as you're following the, uh, MultiPlan network, which information on how to locate those providers should be on the ID card.

Speaker speaker_2: Okay. Just, just a quick question one more time. So when you say, like, a physical, that, is that like... Like, what does that cover? I just-

Speaker speaker_1: Like, like your... Like your yearly physical?

Speaker speaker_2: Okay, okay. Oh, okay. That's what... Okay, yeah, yeah, yeah. Okay, thank you.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: No, that's it. Thank you.

Speaker speaker_1: All right. Thanks again for calling and have a good day.