

Transcript: Chris Sofield

(deactivated)-6492650530095104-6441350220169216

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 Hi, Chris. My name is Michelle Ballard, and I recently, um, took part in the Benefits in a Card. I'm just cr- wondering, do I get any kind of medical coverage? Uh, let me take a look and see what you're enrolled into. What staffing company do you work with? Focus. And the last four of your Social? 5579. Okay. Ms. Ballard, could you verify your address and date of birth for me please? Uh, the address is 33401 South State Route T in Archie, Missouri. And what was the other thing? Date of birth? Uh, 4/26/68. Thank you. We have a phone number on file, a 417-249-0085. Is that correct? Correct. And an email of michb1492@yahoo.com? Correct. Okay. I do show that you did enroll into medical coverage. You have the VIP Classic Medical Plan. Um, if- what may have happened, um, 'cause th- I know that they send the original ID card via email. Uh, they don't typically send a physical copy unless it's requested. Um, we can request that for you to have one out to you within seven to 10 business days. Uh, but in the meantime, to get you the information you need to use your medical coverage, I can send another copy to your email to go ahead and- That would- ... get that to you as quickly as possible. That would be wonderful. Okay. Um, so do you- Now, email, does that cover, like, urgent care? It should. Yes, ma'am. Okay. Um, but I- but as- uh, for anything specific, uh, there should be a customer service number on the card itself for the insurance company. Okay. Um, if you give that number a call, they'll be able to give you some, like, detailed information on what exactly the plan will cover. Okay. All right, then. Um, so I'll go ahead and send this copy to you. This is gon- uh, the email's gonna come from info@benefitsinacard.com. If you don't see this in your- Okay. ... inbox, just check your spam folder. It might have gotten filtered there. Uh- Okay. ... give it- uh, give it a read through. Or sorry, uh, gi- just, uh, give it maybe, like, five, 10 minutes to arrive. Um, once you get that- Okay. ... you should be able to either download that, print that, however you wanna do, so... All right. Thank you so much. I appreciate your help. You're welcome. Thanks for calling and have a wonderful day. Mm-hmm. Bye-bye. Goodbye.

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

Speaker speaker_2: Hi, Chris. My name is Michelle Ballard, and I recently, um, took part in the Benefits in a Card. I'm just cr- wondering, do I get any kind of medical coverage?

Speaker speaker_1: Uh, let me take a look and see what you're enrolled into. What staffing company do you work with?

Speaker speaker_2: Focus.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 5579.

Speaker speaker_1: Okay. Ms. Ballard, could you verify your address and date of birth for me please?

Speaker speaker_2: Uh, the address is 33401 South State Route T in Archie, Missouri. And what was the other thing?

Speaker speaker_1: Date of birth?

Speaker speaker_2: Uh, 4/26/68.

Speaker speaker_1: Thank you. We have a phone number on file, a 417-249-0085. Is that correct?

Speaker speaker_2: Correct.

Speaker speaker_1: And an email of michb1492@yahoo.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. I do show that you did enroll into medical coverage. You have the VIP Classic Medical Plan. Um, if- what may have happened, um, 'cause th- I know that they send the original ID card via email. Uh, they don't typically send a physical copy unless it's requested. Um, we can request that for you to have one out to you within seven to 10 business days. Uh, but in the meantime, to get you the information you need to use your medical coverage, I can send another copy to your email to go ahead and-

Speaker speaker_2: That would-

Speaker speaker_1: ... get that to you as quickly as possible.

Speaker speaker_2: That would be wonderful.

Speaker speaker_1: Okay. Um, so do you-

Speaker speaker_2: Now, email, does that cover, like, urgent care?

Speaker speaker_1: It should. Yes, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, but I- but as- uh, for anything specific, uh, there should be a customer service number on the card itself for the insurance company.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, if you give that number a call, they'll be able to give you some, like, detailed information on what exactly the plan will cover.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, then. Um, so I'll go ahead and send this copy to you. This is gon- uh, the email's gonna come from info@benefitsinacard.com. If you don't see this in your-

Speaker speaker_2: Okay.

Speaker speaker_1: ... inbox, just check your spam folder. It might have gotten filtered there. Uh-

Speaker speaker_2: Okay.

Speaker speaker_1: ... give it- uh, give it a read through. Or sorry, uh, gi- just, uh, give it maybe, like, five, 10 minutes to arrive. Um, once you get that-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you should be able to either download that, print that, however you wanna do, so...

Speaker speaker_2: All right. Thank you so much. I appreciate your help.

Speaker speaker_1: You're welcome. Thanks for calling and have a wonderful day.

Speaker speaker_2: Mm-hmm. Bye-bye.

Speaker speaker_1: Goodbye.