

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. Um, I was wondering, um, if you could look up my information. I, um, I needed to see if I could get a copy of my health card. Okay. What staffing company do you work with? I don't know if I talked to you yesterday. This is Lisa. I'm b- with BGSS. Okay, and the last four of your Social? 2257. And your last name? Bower. All right. Ms. Bower, can you verify your address and your date of birth for me please? Seven, er, 72590, and then 945 Ogden Street, Denver, Colorado 80218. Thank you. We have a phone on file of 720-400-3114. Is that correct? Correct. All right. I'm not showing that you're currently enrolled. It looks like the only, um, enrollment form that we have on file is one from December of last year- ... declining all coverage. So, I have an email that she sent my, um, on 10/29 sh- to faxing@benefitsinacard.com. She sent my enrollment form filled out- Okay. ... to you. Okay. So, I'm not sure why that was never received or, or processed or attached to the file. Um, sh- What do I do- We- ... in this case? Because I have verification of that. I, I understand, ma'am. I- And I have the enrollment form. I understand, ma'am. I was just getting to that. If you could just confirm, we have your email on file as LISB25@hotmail.com. Is that correct? Correct. I'm gonna send you, uh, I'm going to send you an email. Uh, this is gonna be... This is a request for documentation. If you could just forward that over to us, um, so we- Mm-hmm. ... can receive that information 'cause, yeah, I'm not sure why we didn't get it through the fax. Um, I'm- Can I stay on the phone with you while I do that? Well, even e- even if you send it over to us, our back office now has to review it because it was not received on... It was not received when it should have been. So, we need... So, back office needs to review to see if we can move forward with that. So, I, I won't be able- Okay. I'm guessing like this... ... to do anything on the phone with you. Okay. Um, I was just wondering how to expedite that 'cause I'm in, like, an emergency situation, and I need to use my card, like, immediately. I understand that. Mm-hmm. But, um, any, any expedition or anything like that has to go through our back office. I cannot... There is no way for me to be able to process anything at this very moment. No worries. Um, is- Okay. When I send that to the back office, are you able to let them know there's an incoming email to expedite it, or? Yes. So, so, I will- Oh. So, I've sent you the email. Yeah. I've sent you the email requesting, uh, requesting a documentation. I will also send our back office an email letting them know that, "Hey, um, it looks like that we never received an enrollment form that you, that you were supposed to have fil- or that, that we were supposed to have received from BG. Um, you have a copy of it. We're getting it-" Yeah. "... from you. Um, but is there any way that we can try to get this done as, like, expedited as quickly as possible?" Okay. Um, just 'cause there's an urgent care right next to my building, and, um, I... It would be amazing if I could get that this morning. Yeah, I, we can, I can try, but I cannot guarantee anything. Um, we'll- Okay. ... we'll

see what, like, our back office has to... Like, our back office is the one that, that does all of that, like, anything related to expediting it or anything like that because it has... 'Cause the thing is, the policy has to start from a paycheck deduction, meaning I believe they may have to talk with BG to see exactly how they wanna, h- how they want that to happen. But as of right now, until back office looks at everything and investigates the situation, I can't tell you one way or the other what's gonna happen. Okay. Sounds good. All right, ma'am. Thank you so much. All right, ma'am. No problem. Was there anything else? No. Thank you. All right. Thanks again for calling and have a wonderful day. Bye.

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. Um, I was wondering, um, if you could look up my information. I, um, I needed to see if I could get a copy of my health card.

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

Speaker speaker_2: I don't know if I talked to you yesterday. This is Lisa. I'm b- with BGSS.

Speaker speaker_1: Okay, and the last four of your Social?

Speaker speaker_2: 2257.

Speaker speaker_1: And your last name?

Speaker speaker_2: Bower.

Speaker speaker_1: All right. Ms. Bower, can you verify your address and your date of birth for me please?

Speaker speaker_2: Seven, er, 72590, and then 945 Ogden Street, Denver, Colorado 80218.

Speaker speaker_1: Thank you. We have a phone on file of 720-400-3114. Is that correct?

Speaker speaker_2: Correct.

Speaker speaker_1: All right. I'm not showing that you're currently enrolled. It looks like the only, um, enrollment form that we have on file is one from December of last year- ... declining all coverage.

Speaker speaker_2: So, I have an email that she sent my, um, on 10/29 sh- to faxing@benefitsinacard.com. She sent my enrollment form filled out-

Speaker speaker_1: Okay.

Speaker speaker_2: ... to you.

Speaker speaker_1: Okay. So, I'm not sure why that was never received or, or processed or attached to the file. Um, sh-

Speaker speaker_2: What do I do-

Speaker speaker_1: We-

Speaker speaker_2: ... in this case? Because I have verification of that.

Speaker speaker_1: I, I understand, ma'am. I-

Speaker speaker_2: And I have the enrollment form.

Speaker speaker_1: I understand, ma'am. I was just getting to that. If you could just confirm, we have your email on file as LISB25@hotmail.com. Is that correct?

Speaker speaker_2: Correct.

Speaker speaker_1: I'm gonna send you, uh, I'm going to send you an email. Uh, this is gonna be... This is a request for documentation. If you could just forward that over to us, um, so we-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... can receive that information 'cause, yeah, I'm not sure why we didn't get it through the fax. Um, I'm-

Speaker speaker_2: Can I stay on the phone with you while I do that?

Speaker speaker_1: Well, even e- even if you send it over to us, our back office now has to review it because it was not received on... It was not received when it should have been. So, we need... So, back office needs to review to see if we can move forward with that. So, I, I won't be able-

Speaker speaker_2: Okay. I'm guessing like this...

Speaker speaker_1: ... to do anything on the phone with you.

Speaker speaker_2: Okay. Um, I was just wondering how to expedite that 'cause I'm in, like, an emergency situation, and I need to use my card, like, immediately.

Speaker speaker_1: I understand that.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: But, um, any, any expedition or anything like that has to go through our back office. I cannot... There is no way for me to be able to process anything at this very moment.

Speaker speaker_2: No worries. Um, is-

Speaker speaker_1: Okay.

Speaker speaker_2: When I send that to the back office, are you able to let them know there's an incoming email to expedite it, or?

Speaker speaker_1: Yes. So, so, I will-

Speaker speaker_2: Oh.

Speaker speaker_1: So, I've sent you the email. Yeah. I've sent you the email requesting, uh, requesting a documentation. I will also send our back office an email letting them know that, "Hey, um, it looks like that we never received an enrollment form that you, that you were supposed to have fil- or that, that we were supposed to have received from BG. Um, you have a copy of it. We're getting it-"

Speaker speaker_2: Yeah.

Speaker speaker_1: "... from you. Um, but is there any way that we can try to get this done as, like, expedited as quickly as possible?"

Speaker speaker_2: Okay. Um, just 'cause there's an urgent care right next to my building, and, um, I... It would be amazing if I could get that this morning.

Speaker speaker_1: Yeah, I, we can, I can try, but I cannot guarantee anything. Um, we'll-

Speaker speaker_2: Okay.

Speaker speaker_1: ... we'll see what, like, our back office has to... Like, our back office is the one that, that does all of that, like, anything related to expediting it or anything like that because it has... 'Cause the thing is, the policy has to start from a paycheck deduction, meaning I believe they may have to talk with BG to see exactly how they wanna, h- how they want that to happen. But as of right now, until back office looks at everything and investigates the situation, I can't tell you one way or the other what's gonna happen.

Speaker speaker_2: Okay. Sounds good.

Speaker speaker_1: All right, ma'am.

Speaker speaker_2: Thank you so much.

Speaker speaker_1: All right, ma'am. No problem. Was there anything else?

Speaker speaker_2: No. Thank you.

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

Speaker speaker_2: Bye.