

## **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? Well, I, I have a question. Um, um, I was wanting to know if I still have insurance, um, through here, because I went to Walmart last night to get some medicine. It said I didn't have no insurance that covered the medicine. Okay. What staffing company do you work with? Um, I work for the Workforce in Mayfield, Kentucky. Okay. Um, what was the name of the staffing company? I think it's Focus Workforce. Focus. Thank you. And then the last four of your social? Um, 3892. And your first and last name? Um, Kimberly Gamino. Thank you. Can you verify your address and date of birth for me please? Um, 324 Center Street, Mayfield, Kentucky, and my birthday is 10/13/1982. Thank you. And then the phone on file we have is 270-727-3770. Is that correct? Yes. Okay. Um, no, I'm showing it looks like your coverage is active at this time. Well, I went to Walmart last night. It said I didn't have insurance on there. I don't know why they said that. One moment. I'll try them. Okay. Yeah, no, as far as I can tell, it looks like you're still active. Um, were you... You were trying to use the, uh, your medical policy, the prescription benefit- Yes. ... on, on the American Public Life plan? Yeah. Okay. One moment. Do you mind holding? I'm gonna see if I can contact American Public Life and confirm, uh, your coverage is active on their side, just to make sure that there's no weird disconnect there. Okay. Thank you. Hi, Ms. Gamino? Yeah. Thank you for holding, I appreciate your patience. Um, so I did attempt to get in contact with American Public Life to verify. However, um, I'm being told that there's only a singular person who's able to get in contact with them to co- to verify this kind of information. Um- Yes. ... I assume there was some sort of security, uh, policy update and it, uh, recently. Uh, I was not... and I'm, I'm not able to... I am not able to pull that information for you at this time. Okay. I'm going to email our back team and have them... and ask them to have that person get in contact with American Public Life to verify your coverage. Uh, give us about a day or two, and then I... once I hear back from them, I'll be back in contact with you to let you know what's going on, okay? Okay, thank you. No problem. I'm sorry I wasn't able to get any further clarification- Okay. Thank you. ... tonight, but I'll try to get some information for you as quickly as I can. Okay. It's okay. Thank you. Bye. Yeah, no problem. Anything else for me? No, not really. Bye. Thank you. Have a good day. 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: Well, I, I have a question. Um, um, I was wanting to know if I still have insurance, um, through here, because I went to Walmart last night to get some medicine. It said I didn't have no insurance that covered the medicine.

Speaker speaker\_0: Okay. What staffing company do you work with?

Speaker speaker\_1: Um, I work for the Workforce in Mayfield, Kentucky.

Speaker speaker\_0: Okay. Um, what was the name of the staffing company?

Speaker speaker\_1: I think it's Focus Workforce. Focus.

Speaker speaker\_0: Thank you. And then the last four of your social?

Speaker speaker\_1: Um, 3892.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Um, Kimberly Gamino.

Speaker speaker\_0: Thank you. Can you verify your address and date of birth for me please?

Speaker speaker\_1: Um, 324 Center Street, Mayfield, Kentucky, and my birthday is 10/13/1982.

Speaker speaker\_0: Thank you. And then the phone on file we have is 270-727-3770. Is that correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, no, I'm showing it looks like your coverage is active at this time.

Speaker speaker\_1: Well, I went to Walmart last night. It said I didn't have insurance on there. I don't know why they said that.

Speaker speaker\_0: One moment.

Speaker speaker\_1: I'll try them.

Speaker speaker\_0: Okay. Yeah, no, as far as I can tell, it looks like you're still active. Um, were you... You were trying to use the, uh, your medical policy, the prescription benefit-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... on, on the American Public Life plan?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. One moment. Do you mind holding? I'm gonna see if I can contact American Public Life and confirm, uh, your coverage is active on their side, just to make sure that there's no weird disconnect there.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Thank you.

Speaker speaker\_2: Hi, Ms. Gamino?

Speaker speaker\_3: Yeah.

Speaker speaker\_2: Thank you for holding, I appreciate your patience. Um, so I did attempt to get in contact with American Public Life to verify. However, um, I'm being told that there's only a singular person who's able to get in contact with them to co- to verify this kind of information. Um-

Speaker speaker\_3: Yes.

Speaker speaker\_2: ... I assume there was some sort of security, uh, policy update and it, uh, recently. Uh, I was not... and I'm, I'm not able to... I am not able to pull that information for you at this time.

Speaker speaker\_3: Okay.

Speaker speaker\_2: I'm going to email our back team and have them... and ask them to have that person get in contact with American Public Life to verify your coverage. Uh, give us about a day or two, and then I... once I hear back from them, I'll be back in contact with you to let you know what's going on, okay?

Speaker speaker\_3: Okay, thank you.

Speaker speaker\_2: No problem. I'm sorry I wasn't able to get any further clarification-

Speaker speaker\_3: Okay. Thank you.

Speaker speaker\_2: ... tonight, but I'll try to get some information for you as quickly as I can.

Speaker speaker\_3: Okay. It's okay. Thank you. Bye.

Speaker speaker\_2: Yeah, no problem. Anything else for me?

Speaker speaker\_3: No, not really. Bye.

Speaker speaker\_2: Thank you. Have a good day.

Speaker speaker\_3: Bye-bye.