

Transcript: Chris Sofield

(deactivated)-6569213274570752-5515798054387712

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? Yes, I was, uh, trying to figure out what kind of insurance I have. The only information that I got from my employer was "Benefits in a Card" and a phone number. Okay. Uh, what staffing company do you work with? Uh, WorkSource. And last four of your Social? 6045. And your first and last name? Kyle McKinney. All right, Mr. McKinney, can you verify your address and your date of birth for me? Uh, 31087 and 616 William Street. Okay, uh, that's not the address on file and I will need the full address, including city, state and zip code. Uh, is it 1200 School Street, Fort Smith, Arkansas 72908? Yeah, that's the one that we have on file. Does that need to be updated? No, no, it can go either way. That's my- Okay. ... that's my other house, so... Okay. All right, and then we have a phone on file. We have 479-221-1033, is that correct? Uh, that's my mother's number. Okay, uh, what's a, uh, what's a better number to reach you at if needed? Uh, 479-226-9914. Thank you. All right, Mr. McKinney, I am showing that you're currently enrolled into the Stay He- Sorry, the Stay Healthy Preventative Care Plan for, uh, things like physicals, vaccines, cancer screenings and the like, along with life insurance and vision, which is provided to you at no cost through the WorkSource. And dental? Uh, no, you do not currently have dental. Uh, WorkSource previously offered dental, um, as a, uh, like as their... That was what they provided at no cost. But when they did their open enrollment, they changed that to vision. Uh, from my understanding, there shou- there was communication both from us and from WorkSource regarding that, um, if you wanted to keep dental, you would have had to given us a call to state that you wanted to keep it. Uh, looks like there was no call, so dental was removed. However, because open enrollment is still going on, we can add that back on. Yeah, yeah, 'cause I want some dental too. Okay, we'll, we'll do that. Um, let's see here... All right, that brings your total weekly deductions up to \$20.08 per week. Do you authorize WorkSource to make those deductions? Yes. All right. It's gonna take a week or two for the dental to r- uh, to go back into effect, or sorry, r- for the enrollment process, and you should start seeing those deductions increase to that 20.08. Uh, the Monday following the first deduction of 20.08 is when the dental should go back into effect. Okay. Yeah, I never, they never called and said the dental didn't go through or anything. That's weird. Yeah, I, I know the, um, I know the, a text message was sent from us to... It would have been sent to the phone number we have on file, so that, that, if that was your mom's number- Oh. ... it would have gone to her. Yeah. Yeah. Um, but then WorkSource should have sent you an email as well. Yeah, no, I haven't got anything. Okay. All right then. But... I'm sorry, go ahead. Uh, so whenever I call my doctor, what do I tell them? Because they was asking for like a number and... Um, okay, so for that, uh, sounds like you may just need a copy of your ID card. Um, what I can do for you- Yeah. ... is I can send you a copy of the ID card for your, for your

insurance policy. Um, can you just confirm, we have your email on file as kylemckinney3@yahoo.com? Yeah. All right. So I'll send this, I'll send a copy of the medical card over to you. This, uh, email will be coming from info@benefitsinacard.com. If you don't see this in your inbox, it shou- uh, just check your spam folder. It might have gotten s- uh, filtered there. Um, let's see here. One moment. Did your... Oh, okay. My apologies. Um, I just took a... I went to go take a look, to grab your file and I didn't see that the card was available. Um, it looks like your policy has not even, hasn't yet gone into effect. Uh, looks like no deductions have happened as of yet from WorkSource. Um, or at least if they- They just took my, the policy yesterday. Okay. So that's gonna mean that your policy will become effective next Monday. Right now, I don't have an ID card to provide to you, um, but your policy should go into effect next Monday, and then you should receive your ID cards in about two to three weeks. Okay. So how will I... 'Cause I got a doctor's appointment next Wednesday, so how will I- Um, if needed, um, if needed you can give us, uh, you can give us a call, um, say, Wednesday morning to see if the, uh, ID card is available yet. We're open 8:00 AM to 8:00 PM Eastern. Um, if it's- All right. ... uh, if it's not available at that time, because it can take some time for that information to be generated, um, you can always, uh, pro- have the provider give us a call to verify eligibility. Okay. Awesome. All right. Uh, anything else? That'll do it. I appreciate you. No problem. Thanks again for calling and have a wonderful day. You too. Thank you. Bye. You're welcome. Bye now.

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: Yes, I was, uh, trying to figure out what kind of insurance I have. The only information that I got from my employer was "Benefits in a Card" and a phone number.

Speaker speaker_1: Okay. Uh, what staffing company do you work with?

Speaker speaker_2: Uh, WorkSource.

Speaker speaker_1: And last four of your Social?

Speaker speaker_2: 6045.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Kyle McKinney.

Speaker speaker_1: All right, Mr. McKinney, can you verify your address and your date of birth for me?

Speaker speaker_2: Uh, 31087 and 616 William Street.

Speaker speaker_1: Okay, uh, that's not the address on file and I will need the full address, including city, state and zip code.

Speaker speaker_2: Uh, is it 1200 School Street, Fort Smith, Arkansas 72908?

Speaker speaker_1: Yeah, that's the one that we have on file. Does that need to be updated?

Speaker speaker_2: No, no, it can go either way. That's my-

Speaker speaker_1: Okay.

Speaker speaker_2: ... that's my other house, so...

Speaker speaker_1: Okay. All right, and then we have a phone on file. We have 479-221-1033, is that correct?

Speaker speaker_2: Uh, that's my mother's number.

Speaker speaker_1: Okay, uh, what's a, uh, what's a better number to reach you at if needed?

Speaker speaker_2: Uh, 479-226-9914.

Speaker speaker_1: Thank you. All right, Mr. McKinney, I am showing that you're currently enrolled into the Stay He- Sorry, the Stay Healthy Preventative Care Plan for, uh, things like physicals, vaccines, cancer screenings and the like, along with life insurance and vision, which is provided to you at no cost through the WorkSource.

Speaker speaker_2: And dental?

Speaker speaker_1: Uh, no, you do not currently have dental. Uh, WorkSource previously offered dental, um, as a, uh, like as their... That was what they provided at no cost. But when they did their open enrollment, they changed that to vision. Uh, from my understanding, there shou- there was communication both from us and from WorkSource regarding that, um, if you wanted to keep dental, you would have had to given us a call to state that you wanted to keep it. Uh, looks like there was no call, so dental was removed. However, because open enrollment is still going on, we can add that back on.

Speaker speaker_2: Yeah, yeah, 'cause I want some dental too.

Speaker speaker_1: Okay, we'll, we'll do that. Um, let's see here... All right, that brings your total weekly deductions up to \$20.08 per week. Do you authorize WorkSource to make those deductions?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. It's gonna take a week or two for the dental to r- uh, to go back into effect, or sorry, r- for the enrollment process, and you should start seeing those deductions increase to that 20.08. Uh, the Monday following the first deduction of 20.08 is when the dental should go back into effect.

Speaker speaker_2: Okay. Yeah, I never, they never called and said the dental didn't go through or anything. That's weird.

Speaker speaker_1: Yeah, I, I know the, um, I know the, a text message was sent from us to... It would have been sent to the phone number we have on file, so that, that, if that was your mom's number-

Speaker speaker_2: Oh.

Speaker speaker_1: ... it would have gone to her.

Speaker speaker_2: Yeah. Yeah.

Speaker speaker_1: Um, but then WorkSource should have sent you an email as well.

Speaker speaker_2: Yeah, no, I haven't got anything.

Speaker speaker_1: Okay. All right then.

Speaker speaker_2: But...

Speaker speaker_1: I'm sorry, go ahead.

Speaker speaker_2: Uh, so whenever I call my doctor, what do I tell them? Because they was asking for like a number and...

Speaker speaker_1: Um, okay, so for that, uh, sounds like you may just need a copy of your ID card. Um, what I can do for you-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... is I can send you a copy of the ID card for your, for your insurance policy. Um, can you just confirm, we have your email on file as kylemckinney3@yahoo.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. So I'll send this, I'll send a copy of the medical card over to you. This, uh, email will be coming from info@benefitsinacard.com. If you don't see this in your inbox, it shou- uh, just check your spam folder. It might have gotten s- uh, filtered there. Um, let's see here. One moment.

Speaker speaker_2: Did your...

Speaker speaker_1: Oh, okay. My apologies. Um, I just took a... I went to go take a look, to grab your file and I didn't see that the card was available. Um, it looks like your policy has not even, hasn't yet gone into effect. Uh, looks like no deductions have happened as of yet from WorkSource. Um, or at least if they-

Speaker speaker_2: They just took my, the policy yesterday.

Speaker speaker_1: Okay. So that's gonna mean that your policy will become effective next Monday. Right now, I don't have an ID card to provide to you, um, but your policy should go into effect next Monday, and then you should receive your ID cards in about two to three weeks.

Speaker speaker_2: Okay. So how will I... 'Cause I got a doctor's appointment next Wednesday, so how will I-

Speaker speaker_1: Um, if needed, um, if needed you can give us, uh, you can give us a call, um, say, Wednesday morning to see if the, uh, ID card is available yet. We're open 8:00 AM to 8:00 PM Eastern. Um, if it's-

Speaker speaker_2: All right.

Speaker speaker_1: ... uh, if it's not available at that time, because it can take some time for that information to be generated, um, you can always, uh, pro- have the provider give us a call to verify eligibility.

Speaker speaker_2: Okay. Awesome.

Speaker speaker_1: All right. Uh, anything else?

Speaker speaker_2: That'll do it. I appreciate you.

Speaker speaker_1: No problem. Thanks again for calling and have a wonderful day.

Speaker speaker_2: You too. Thank you. Bye.

Speaker speaker_1: You're welcome. Bye now.