

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 on a Card. This is Chris. How can I help you today? Yes, my name is Katrina Osby. I was calling because I needed to know, um, how does Benefits on a Card work? Demius, come here. How exactly do you mean by that, ma'am? Um, so if my son need to go to the doctor, wha- he doesn't have, like, a, a medical card, but he is under this Benefits in a Card, how would he get treated or how does he know how much he would have to pay? So he, if he's enrolled, there should be a card available. Um, it could just possibly be that he enrolled into a plan that didn't send a physical copy of the card and, uh- Mm-hmm. ... they only sent an email copy. If that's the case, then he can definitely get in contact with us to request another copy of the ID card. Okay. Well, he's right here. He needs to be seen, um, somewhere today, so could he go, like, to a urgent care or is it, like- I- ... anywhere specific I need to take him? Um, I'll need to, I'll need to speak with him to pull- Yes. ... his file up and see what he is- Okay. ... he's enrolled into. Hello? Hello, sir. I understand that you wish to get a copy of your medical card. Is that correct? Yes, sir. Okay. What staffing company do you work with? Oh, I work for Flex. Okay, but are you with them through a staffing company? Oh, ye- yes, sir. TRC. TRC, thank you. And then the last four of your Social? 5404. Thank you. And then your first and last name? Demius Osby. D-E-M-I-O-U-S O-S-B-Y. Thank you. Mr. Osby, could you verify your address and your date of birth, please? Yes, I can. Uh, 130 Sable Drive. Okay, um, that is, one, not the address that we have on file and, two, I need the full address, including city, state and ZIP code. Oh. Oh, it might be at my other house. Um, it would be 265 Yale Road, Lexington, South Carolina, 29072. Uh, no, that's not what we have on file. It's a PO box. Oh. Oh, okay. The PO Box 3405, Leesville, South Carolina, 29070. Thank you. Do we need to update that, sir? Oh, no, sir. That's still my PO box. Okay. Okay, and then can you verify your a- your, uh, date of birth, please? 11/27/2003. Thank you. We have a phone number on file for you at 803-220-5345. Is that correct? Yes, sir. And then an email of looks like osbyd, that's D-E-E, 1@gmail.com? Oh, yes, sir, but can I change that? Uh, yes, sir. What- what's the better email address to send to? Uh, it's going to be my first name D-E-M-I-O-U-S 1127@gmail.com. Demius1127@gmail.com? Yes, sir. Got it. All right. Then I'll go ahead and send this, uh, this ID card to that email address. Uh, you should be getting this in just a couple of minutes here. This will be coming from- Okay. ... info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. Might have gotten filtered there. This email and the ID card itself will have a phone number and website, uh, to be able to locate- Mm-hmm. ... participating providers, okay? Okay. All right. Was there anything else- All right. ... I could help you with? Uh, no, sir. All right. Well, if that's everything, thanks again for calling and have a wonderful day. You too. Thank you. You're welcome. Bye now. 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 on a Card. This is Chris. How can I help you today?

Speaker speaker_2: Yes, my name is Katrina Osby. I was calling because I needed to know, um, how does Benefits on a Card work? Demius, come here.

Speaker speaker_1: How exactly do you mean by that, ma'am?

Speaker speaker_2: Um, so if my son need to go to the doctor, wha- he doesn't have, like, a, a medical card, but he is under this Benefits in a Card, how would he get treated or how does he know how much he would have to pay?

Speaker speaker_1: So he, if he's enrolled, there should be a card available. Um, it could just possibly be that he enrolled into a plan that didn't send a physical copy of the card and, uh-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... they only sent an email copy. If that's the case, then he can definitely get in contact with us to request an- another copy of the ID card.

Speaker speaker_2: Okay. Well, he's right here. He needs to be seen, um, somewhere today, so could he go, like, to a urgent care or is it, like-

Speaker speaker_1: I-

Speaker speaker_2: ... anywhere specific I need to take him?

Speaker speaker_1: Um, I'll need to, I'll need to speak with him to pull-

Speaker speaker_2: Yes.

Speaker speaker_1: ... his file up and see what he is-

Speaker speaker_2: Okay.

Speaker speaker_1: ... he's enrolled into.

Speaker speaker_3: Hello?

Speaker speaker_1: Hello, sir. I understand that you wish to get a copy of your medical card. Is that correct?

Speaker speaker_3: Yes, sir.

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

Speaker speaker_3: Oh, I work for Flex.

Speaker speaker_1: Okay, but are you with them through a staffing company?

Speaker speaker_3: Oh, ye- yes, sir. TRC.

Speaker speaker_1: TRC, thank you. And then the last four of your Social?

Speaker speaker_3: 5404.

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

Speaker speaker_3: Demius Osby. D-E-M-I-O-U-S O-S-B-Y.

Speaker speaker_1: Thank you. Mr. Osby, could you verify your address and your date of birth, please?

Speaker speaker_3: Yes, I can. Uh, 130 Sable Drive.

Speaker speaker_1: Okay, um, that is, one, not the address that we have on file and, two, I need the full address, including city, state and ZIP code.

Speaker speaker_3: Oh. Oh, it might be at my other house. Um, it would be 265 Yale Road, Lexington, South Carolina, 29072.

Speaker speaker_1: Uh, no, that's not what we have on file. It's a PO box.

Speaker speaker_3: Oh. Oh, okay. The PO Box 3405, Leesville, South Carolina, 29070.

Speaker speaker_1: Thank you. Do we need to update that, sir?

Speaker speaker_3: Oh, no, sir. That's still my PO box.

Speaker speaker_1: Okay. Okay, and then can you verify your a- your, uh, date of birth, please?

Speaker speaker_3: 11/27/2003.

Speaker speaker_1: Thank you. We have a phone number on file for you at 803-220-5345. Is that correct?

Speaker speaker_3: Yes, sir.

Speaker speaker_1: And then an email of looks like osbyd, that's D-E-E, 1@gmail.com?

Speaker speaker_3: Oh, yes, sir, but can I change that?

Speaker speaker_1: Uh, yes, sir. What- what's the better email address to send to?

Speaker speaker_3: Uh, it's going to be my first name D-E-M-I-O-U-S 1127@gmail.com.

Speaker speaker_1: Demius1127@gmail.com?

Speaker speaker_3: Yes, sir.

Speaker speaker_1: Got it. All right. Then I'll go ahead and send this, uh, this ID card to that email address. Uh, you should be getting this in just a couple of minutes here. This will be coming from-

Speaker speaker_3: Okay.

Speaker speaker_1: ... info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. Might have gotten filtered there. This email and the ID card itself will have a phone number and website, uh, to be able to locate-

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: ... participating providers, okay?

Speaker speaker_3: Okay.

Speaker speaker_1: All right. Was there anything else-

Speaker speaker_3: All right.

Speaker speaker_1: ... I could help you with?

Speaker speaker_3: Uh, no, sir.

Speaker speaker_1: All right. Well, if that's everything, thanks again for calling and have a wonderful day.

Speaker speaker_3: You too. Thank you.

Speaker speaker_1: You're welcome. Bye now.

Speaker speaker_3: Bye.