

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? Hi, um, my name is Mike Strewing and, um, are you with MAU, right, Benefits? Uh, th- this, yeah, we're Benefits in a Card. We're the plan administrator for health benefits for MAU, yes, sir. Okay. Um, I just wanted to s... It said for me to, you know, update my stuff by Friday. Yeah, so, um, yeah, MAU's open enrollment ends this Friday on the 31st. Um, so if you were looking to enroll into anything or make any changes to any existing enrollment, that's the deadline to do so. Uh, but if you're already enrolled and you're not looking to make any changes, or if you do not want to enroll in the first place, then you don't need to do anything. It'll just roll over automatically. Okay. So that's, yeah, I don't wanna change anything. Um- All right, then. Um, anything else? You know, I don't know what's covered under my, my medical stuff. Okay, you- Like- Uh, like, you, you just need a breakdown of what your plan actually covers? Yeah, some s- well, I don't know if you kn- I only got a couple questions. I don't know if you know that, um, would know this. But, like, uh, my doctor ordered me one of them boxes, you know, Cologuard boxes. I don't know if the insurance covers that or not. Yeah, that, that sounds like it's gonna be a question specifically for the actual insurance company. Um, their phone number would be on your ID card. You would just need to give them a call and ask them any questions like that. Oh, okay. Okay. I, I know what you're talking about. Okay. All right. Yeah, that's all. All right, then. Anything else? No. Thank you, sir. You're welcome. Thanks for calling. Mm, bye now.

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: Hi, um, my name is Mike Strewing and, um, are you with MAU, right, Benefits?

Speaker speaker_0: Uh, th- this, yeah, we're Benefits in a Card. We're the plan administrator for health benefits for MAU, yes, sir.

Speaker speaker_1: Okay. Um, I just wanted to s... It said for me to, you know, update my stuff by Friday.

Speaker speaker_0: Yeah, so, um, yeah, MAU's open enrollment ends this Friday on the 31st. Um, so if you were looking to enroll into anything or make any changes to any existing enrollment, that's the deadline to do so. Uh, but if you're already enrolled and you're not

looking to make any changes, or if you do not want to enroll in the first place, then you don't need to do anything. It'll just roll over automatically.

Speaker speaker_1: Okay. So that's, yeah, I don't wanna change anything. Um-

Speaker speaker_0: All right, then. Um, anything else?

Speaker speaker_1: You know, I don't know what's covered under my, my medical stuff.

Speaker speaker_0: Okay, you-

Speaker speaker_1: Like-

Speaker speaker_0: Uh, like, you, you just need a breakdown of what your plan actually covers?

Speaker speaker_1: Yeah, some s- well, I don't know if you kn- I only got a couple questions. I don't know if you know that, um, would know this. But, like, uh, my doctor ordered me one of them boxes, you know, Cologuard boxes. I don't know if the insurance covers that or not.

Speaker speaker_0: Yeah, that, that sounds like it's gonna be a question specifically for the actual insurance company. Um, their phone number would be on your ID card. You would just need to give them a call and ask them any questions like that.

Speaker speaker_1: Oh, okay. Okay. I, I know what you're talking about. Okay. All right. Yeah, that's all.

Speaker speaker_0: All right, then. Anything else?

Speaker speaker_1: No. Thank you, sir.

Speaker speaker_0: You're welcome. Thanks for calling. Mm, bye now.