

## Transcript: Chris Sofield

(deactivated)-6655660458983424-5125712376184832

### 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? Hey, uh, my name Anna Scott. I had talked to someone yesterday about my, uh, son insurance, Frank Scott. Do you need to, uh, speak to him for me to have consent to talk to you about his insurance? Uh, it's most likely. Let me, let me see if we, if there's already a note on file. Um, do you know what staffing company he works with? MAU. And the last four of his social? 5650. Thank you. One moment. Okay, no, it looks like someone, uh, it looks like the person you spoke with yesterday has already put a note on file saying you're authorized. Oh, oh, okay. Uh, could you, uh, verify his address and his date of birth? Yeah. What was his first name? Frank. Oh. 594 Highway 56 North, Waynesboro, Georgia, 30830. And his date of birth? His birthday? Birthday? Hold on. Birthday, uh, 12/10/1996. You said someone had already put it down in the file? Uh, yeah, someone, uh, you had, it looks like you spoke with someone yesterday who put down in the, who put down that you're authorized to speak on his behalf. Okay. Okay, then, yeah. Okay, then, yeah. Um, okay, what else you need to know? Um, we, we have a phone number for him. It's 526-0948. Do you know if that's correct? And that's his, his cell phone, but it's not working right now, but you can keep that one on file. I'm gonna give you an alternate number to use. It's, uh, my number is 526-8877. Okay, thank you. And what questions did you have regarding the insurance? He got an insurance call, but the, uh, doctor's office say it's only for, uh, hospital insurance. So I'm trying to see, does he have other medical insurance for the doctor? Yes, he should. Um, the, the ID card that he received, does it say, um, American Public Life or does it say 90 Degree Benefits on it? I don't have that card. All I got is APL card and he got a dental card. Okay, so then that's his dental card, that's not his medical card. He should have another ID card, um, from 90 Degree Benefits for his, for his medical coverage. No, we don't have that. Okay. Uh- And, and anyway, you can mail one out or, you know, where you could, you could, you have to mail it out or could you send it to my email, I can get it off? Or how do you do it? Yeah, we can send an email. Uh, the email address that we have on file, fscottyc96@gmail.com. Is that correct? Read it to me again now. Fscottyc96@gmail.com. Yeah, that's the email address. Well, could you also put a hard copy in the mail for us? Yeah, I can- Because I can't type. ... I can request the, I can, I can request the carrier send a, a physical copy. Uh, the physical copy will take seven to ten business days to arrive. The email copy should arrive- Mm-hmm. ... in a couple of minutes. It'll come from, uh, info@benefitsinacard.com. If you don't see this in your inboxes, check the spam folder. It may have gotten filtered there. Uh, like I said, should get this in a couple of minutes, okay? Okay. But like I said, we didn't ever get that card. I, I don't ever have it. I didn't ever have it. Mm-hmm. All right. So, yeah. Was there anything else? No, that's all I needed, needed to know. When, uh, when is open enrollment? Open enrollment for MAU, let me take a look. One

moment. Um, it doesn't look like they've announced when exactly this year it's going to be. Uh, so I, so I don't have a date to tell you yet. I do know that, I do know that once, uh, they have determined when that will be, uh, they will inform him either via text message or email, or there may be signage up in the local MAU office or something like that. Okay. Uh, but right now I don't know. Okay. Let me ask you another question. Okay, like, do y'all, do y'all open enrollment, do it, it's consist of everything that he's got? Like dental, life, medical, and hospital? Do you have to go separate for each one of them? Because I know my insurance that way, open enrollment's for medical at a certain time and for the other part, it's another time. Uh, no. So you think everything- It's for everything available. Yeah. So it's for everything- It's for everything available. ... everything available? Okay, then. Well, I, I'm not, like I said, I don't know about all this stuff, but when open enroll, you got a email, I mean a link I'm supposed to go to the, to go in there and... I think I already got it. Well, what do I have to go to when I go in there and do his, uh, thing for some enrollment? Uh- There's a website I go to? You got it? Uh- So, so whenever, whenever they set, whenever they set up exactly when open enrollment's gonna be, that information should be included in whatever information they send out. Okay, then. Um, but the, but you can al- you can always give us a call, um, now. Mm-hmm. As far as making any changes to the enrollment, while you're authorized for information, he's the only one that's ever gonna be able to make any changes. So, um- Who he is? ... if there's any changes... Yeah. Okay. You, you wouldn't- Yeah. Okay. You wouldn't be able to make any changes to his enrollment for him. He has to be- Okay. ... on the call to do that. Uh, but- Okay. ... um, whenever open enrollment comes around, um, if he wants to make any changes or do anything to that, he, he can just give us a call during that window. Okay. All right. All right, thank you. No problem. Anything else? No, that's all. Okay, thanks. Mm-hmm. All right. Bye. You're very welcome. Thanks again for calling. Have a good day. All right.

## 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: Hey, uh, my name Anna Scott. I had talked to someone yesterday about my, uh, son insurance, Frank Scott. Do you need to, uh, speak to him for me to have consent to talk to you about his insurance?

Speaker speaker\_1: Uh, it's most likely. Let me, let me see if we, if there's already a note on file. Um, do you know what staffing company he works with?

Speaker speaker\_2: MAU.

Speaker speaker\_1: And the last four of his social?

Speaker speaker\_2: 5650.

Speaker speaker\_1: Thank you. One moment. Okay, no, it looks like someone, uh, it looks like the person you spoke with yesterday has already put a note on file saying you're authorized.

Speaker speaker\_2: Oh, oh, okay.

Speaker speaker\_1: Uh, could you, uh, verify his address and his date of birth?

Speaker speaker\_2: Yeah. What was his first name?

Speaker speaker\_1: Frank. Oh.

Speaker speaker\_2: 594 Highway 56 North, Waynesboro, Georgia, 30830.

Speaker speaker\_1: And his date of birth?

Speaker speaker\_2: His birthday? Birthday? Hold on. Birthday, uh, 12/10/1996. You said someone had already put it down in the file?

Speaker speaker\_1: Uh, yeah, someone, uh, you had, it looks like you spoke with someone yesterday who put down in the, who put down that you're authorized to speak on his behalf.

Speaker speaker\_2: Okay. Okay, then, yeah. Okay, then, yeah. Um, okay, what else you need to know?

Speaker speaker\_1: Um, we, we have a phone number for him. It's 526-0948. Do you know if that's correct?

Speaker speaker\_2: And that's his, his cell phone, but it's not working right now, but you can keep that one on file. I'm gonna give you an alternate number to use. It's, uh, my number is 526-8877.

Speaker speaker\_1: Okay, thank you. And what questions did you have regarding the insurance?

Speaker speaker\_2: He got an insurance call, but the, uh, doctor's office say it's only for, uh, hospital insurance. So I'm trying to see, does he have other medical insurance for the doctor?

Speaker speaker\_1: Yes, he should. Um, the, the ID card that he received, does it say, um, American Public Life or does it say 90 Degree Benefits on it?

Speaker speaker\_2: I don't have that card. All I got is APL card and he got a dental card.

Speaker speaker\_1: Okay, so then that's his dental card, that's not his medical card. He should have another ID card, um, from 90 Degree Benefits for his, for his medical coverage.

Speaker speaker\_2: No, we don't have that.

Speaker speaker\_1: Okay. Uh-

Speaker speaker\_2: And, and anyway, you can mail one out or, you know, where you could, you could, you have to mail it out or could you send it to my email, I can get it off? Or how do you do it?

Speaker speaker\_1: Yeah, we can send an email. Uh, the email address that we have on file, fscottyc96@gmail.com. Is that correct?

Speaker speaker\_2: Read it to me again now.

Speaker speaker\_1: Fscottyc96@gmail.com.

Speaker speaker\_2: Yeah, that's the email address. Well, could you also put a hard copy in the mail for us?

Speaker speaker\_1: Yeah, I can-

Speaker speaker\_2: Because I can't type.

Speaker speaker\_1: ... I can request the, I can, I can request the carrier send a, a physical copy. Uh, the physical copy will take seven to ten business days to arrive. The email copy should arrive-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... in a couple of minutes. It'll come from, uh, info@benefitsinacard.com. If you don't see this in your inboxes, check the spam folder. It may have gotten filtered there. Uh, like I said, should get this in a couple of minutes, okay?

Speaker speaker\_2: Okay. But like I said, we didn't ever get that card. I, I don't ever have it. I didn't ever have it. Mm-hmm.

Speaker speaker\_1: All right. So, yeah. Was there anything else?

Speaker speaker\_2: No, that's all I needed, needed to know. When, uh, when is open enrollment?

Speaker speaker\_1: Open enrollment for MAU, let me take a look. One moment. Um, it doesn't look like they've announced when exactly this year it's going to be. Uh, so I, so I don't have a date to tell you yet. I do know that, I do know that once, uh, they have determined when that will be, uh, they will inform him either via text message or email, or there may be signage up in the local MAU office or something like that.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Uh, but right now I don't know.

Speaker speaker\_2: Okay. Let me ask you another question. Okay, like, do y'all, do y'all open enrollment, do it, it's consist of everything that he's got? Like dental, life, medical, and hospital? Do you have to go separate for each one of them? Because I know my insurance that way, open enrollment's for medical at a certain time and for the other part, it's another time.

Speaker speaker\_1: Uh, no.

Speaker speaker\_2: So you think everything-

Speaker speaker\_1: It's for everything available. Yeah.

Speaker speaker\_2: So it's for everything-

Speaker speaker\_1: It's for everything available.

Speaker speaker\_2: ... everything available? Okay, then. Well, I, I'm not, like I said, I don't know about all this stuff, but when open enroll, you got a email, I mean a link I'm supposed to go to the, to go in there and... I think I already got it. Well, what do I have to go to when I go in there and do his, uh, thing for some enrollment?

Speaker speaker\_1: Uh-

Speaker speaker\_2: There's a website I go to? You got it? Uh-

Speaker speaker\_1: So, so whenever, whenever they set, whenever they set up exactly when open enrollment's gonna be, that information should be included in whatever information they send out.

Speaker speaker\_2: Okay, then.

Speaker speaker\_1: Um, but the, but you can al- you can always give us a call, um, now.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: As far as making any changes to the enrollment, while you're authorized for information, he's the only one that's ever gonna be able to make any changes. So, um-

Speaker speaker\_2: Who he is?

Speaker speaker\_1: ... if there's any changes... Yeah.

Speaker speaker\_2: Okay.

Speaker speaker\_1: You, you wouldn't-

Speaker speaker\_2: Yeah. Okay.

Speaker speaker\_1: You wouldn't be able to make any changes to his enrollment for him. He has to be-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... on the call to do that. Uh, but-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... um, whenever open enrollment comes around, um, if he wants to make any changes or do anything to that, he, he can just give us a call during that window.

Speaker speaker\_2: Okay. All right. All right, thank you.

Speaker speaker\_1: No problem. Anything else?

Speaker speaker\_2: No, that's all. Okay, thanks. Mm-hmm. All right. Bye.

Speaker speaker\_1: You're very welcome. Thanks again for calling. Have a good day.

Speaker speaker\_2: All right.