

Transcript: Chris Sofield

(deactivated)-6676942657470464-4808240504815616

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 Valerie Hornung and, um, I was just calling to see what all benefits I get with my insurance. Okay. Let me see what you're enrolled into. What staffing company do you work with? Um, WorkSmart. WorkSmart. Okay. And the last four of your social? Eight, seven, nine, one. Thank you. One moment. All right, Ms. Hornung, could you verify your address and date of birth for me please? Um, 2405, uh, Pleasant Hill Road, Martin, Georgia and, um, it's 30557. And then what'd you ask for? Uh, your date of birth. Uh, 10/09/92. Thank you. We've got a phone number showing up as 326-9306. Is that correct? Yes, it is. All right. And an email, it looks like BlevinsValerie05@gmail.com. Uh, yes, that's, that's, yeah. Okay. Uh, looks like I'm showing you are currently enrolled into the Stay Healthy Plan, which covers preventative care services only, so things like physicals, vaccines, cancer screenings, um, mammograms, pap smears, birth control, services like that. Uh, however, those kinds of services are the only kinds of services that this plan will cover. Anything, like if you're sick or injured or anything like that, it wouldn't cover. And it is medical only, so no dental, no vision, no nothing like that. Um- Uh, what about like mental health counselor or anything like that? Y- no, ma'am. It's a purely preventative care medical services. Um, anything else- Okay. But I can get birth control, right? Yes. Y- you can get, you can get, uh, certain contraceptives and birth control and things like that. Yes, ma'am. Now as I was trying to say, um, WorkSmart is currently in open enrollment, um, for, until the end of the month, so un- so until next Friday, the 31st. Uh, so if you want, I can email you an information packet that goes over all of the plans that they offer. That way if you want to make any changes and you want to add anything onto this, you have, you have this timeframe to kind of look over everything and then give us a call back to do so if you want. Okay. All righty then. All right. Did you want me to go ahead and send that on over to you? Um, no, I think it's, it's good right now how it is. Okay. All right then. Was there anything else? Uh, no sir. All right. Thanks again for calling and have a wonderful day. All right. Thank you. Bye-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_3: Yes, my name is Valerie Hornung and, um, I was just calling to see what all benefits I get with my insurance.

Speaker speaker_1: Okay. Let me see what you're enrolled into. What staffing company do you work with?

Speaker speaker_3: Um, WorkSmart.

Speaker speaker_1: WorkSmart. Okay. And the last four of your social?

Speaker speaker_3: Eight, seven, nine, one.

Speaker speaker_1: Thank you. One moment. All right, Ms. Hornung, could you verify your address and date of birth for me please?

Speaker speaker_3: Um, 2405, uh, Pleasant Hill Road, Martin, Georgia and, um, it's 30557. And then what'd you ask for?

Speaker speaker_1: Uh, your date of birth.

Speaker speaker_3: Uh, 10/09/92.

Speaker speaker_1: Thank you. We've got a phone number showing up as 326-9306. Is that correct?

Speaker speaker_3: Yes, it is.

Speaker speaker_1: All right. And an email, it looks like BlevinsValerie05@gmail.com.

Speaker speaker_3: Uh, yes, that's, that's, yeah.

Speaker speaker_1: Okay. Uh, looks like I'm showing you are currently enrolled into the Stay Healthy Plan, which covers preventative care services only, so things like physicals, vaccines, cancer screenings, um, mammograms, pap smears, birth control, services like that. Uh, however, those kinds of services are the only kinds of services that this plan will cover. Anything, like if you're sick or injured or anything like that, it wouldn't cover. And it is medical only, so no dental, no vision, no nothing like that. Um-

Speaker speaker_3: Uh, what about like mental health counselor or anything like that?

Speaker speaker_1: Y- no, ma'am. It's a purely preventative care medical services. Um, anything else-

Speaker speaker_3: Okay. But I can get birth control, right?

Speaker speaker_1: Yes. Y- you can get, you can get, uh, certain contraceptives and birth control and things like that. Yes, ma'am. Now as I was trying to say, um, WorkSmart is currently in open enrollment, um, for, until the end of the month, so un- so until next Friday, the 31st. Uh, so if you want, I can email you an information packet that goes over all of the plans that they offer. That way if you want to make any changes and you want to add anything onto this, you have, you have this timeframe to kind of look over everything and then give us a call back to do so if you want.

Speaker speaker_3: Okay. All righty then.

Speaker speaker_1: All right. Did you want me to go ahead and send that on over to you?

Speaker speaker_3: Um, no, I think it's, it's good right now how it is.

Speaker speaker_1: Okay. All right then. Was there anything else?

Speaker speaker_3: Uh, no sir.

Speaker speaker_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_3: All right. Thank you. Bye-bye.