

## **Transcript: Chris Sofield**

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### **Full Transcript**

Hi Chris, I recently got hired through Dougherty, uh, Job Services and I'm just trying to figure out what my benefits would look like. Okay. Um, one moment. What's the last four of your social? Uh-huh. 0981. Your first and last name? Hunter Bednar. Thank you. Mr. Bednar, could you verify your address and your date of birth for me? Yep. Uh, 12236 County Road 23, May 12th, 1998, 05121998. And the rest of the address? I still need the city, state and zip. Oh, yep. Brainerd, Minnesota 56401. Sorry about that. You're fine. Then we have a phone number on file of 320-232-7166, is that correct? Yes, it is. All right. Um, looks like I'm showing you are enrolled into... Looks like just about everything- Mm-hmm. ... that Dougherty Staffing offers: medical, dental, vision. Um, looks like the accident coverage, critical illness- Mm-hmm. ... short-term disability, life insurance, um, identity protection, behavioral health and FreeRx and virtual primary care. Um, you should... Uh, looks like that's all effective as of last Monday, the 10th. So you should be receiving ID cards for all of these plans- Okay. ... by the end of next week. Okay. All right. I'm just trying to make sure I'm covered and because I want to get on... Just trying to make sure before I tell MNCare I need to cancel, so sounds good? No problem. No problem if you haven't gotten- Do we have any other questions? All right, then I was just going to say, if you haven't gotten your ID card by the end of next week, just give us a call back and we'll see what's going on with that, okay? Okay. Sounds like a plan. All right. Anything else? All right, thank you. Not that I can think of. All right, then well, if that's everything, thanks again for calling and have a wonderful day. You too, thank you.

### **Conversation Format**

Speaker speaker\_0: Hi Chris, I recently got hired through Dougherty, uh, Job Services and I'm just trying to figure out what my benefits would look like.

Speaker speaker\_1: Okay. Um, one moment. What's the last four of your social?

Speaker speaker\_0: Uh-huh. 0981.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_0: Hunter Bednar.

Speaker speaker\_1: Thank you. Mr. Bednar, could you verify your address and your date of birth for me?

Speaker speaker\_0: Yep. Uh, 12236 County Road 23, May 12th, 1998, 05121998.

Speaker speaker\_1: And the rest of the address? I still need the city, state and zip.

Speaker speaker\_0: Oh, yep. Brainerd, Minnesota 56401. Sorry about that.

Speaker speaker\_1: You're fine. Then we have a phone number on file of 320-232-7166, is that correct?

Speaker speaker\_0: Yes, it is.

Speaker speaker\_1: All right. Um, looks like I'm showing you are enrolled into... Looks like just about everything-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... that Dougherty Staffing offers: medical, dental, vision. Um, looks like the accident coverage, critical illness-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... short-term disability, life insurance, um, identity protection, behavioral health and FreeRx and virtual primary care. Um, you should... Uh, looks like that's all effective as of last Monday, the 10th. So you should be receiving ID cards for all of these plans-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... by the end of next week.

Speaker speaker\_0: Okay. All right. I'm just trying to make sure I'm covered and because I want to get on... Just trying to make sure before I tell MNcare I need to cancel, so sounds good?

Speaker speaker\_1: No problem. No problem if you haven't gotten-

Speaker speaker\_0: Do we have any other questions?

Speaker speaker\_1: All right, then I was just going to say, if you haven't gotten your ID card by the end of next week, just give us a call back and we'll see what's going on with that, okay?

Speaker speaker\_0: Okay. Sounds like a plan.

Speaker speaker\_1: All right. Anything else?

Speaker speaker\_0: All right, thank you. Not that I can think of.

Speaker speaker\_1: All right, then well, if that's everything, thanks again for calling and have a wonderful day.

Speaker speaker\_0: You too, thank you.