

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, Chris. My name is Nelly Mordecai and I work for, um, ISS at Spartan in New Mexico, Missouri. Okay. How can I help you? And I was wondering if you could email me my vision and dental, uh, insurance cards for me and my wife. Okay. And tell me where you have to go to the dentist or to get eyeglasses. Okay. What's the last four of your Social? 5088. All right. Thank you. Ms. Mordecai, could you verify your address and your date of birth for me? Yeah. 2-25-71 and 210 East Highway 124, Hallsville, Missouri, 65255. Okay. One moment. We have a phone number on file of 573-933-1107. Is that correct? Yes, sir. Okay. So it looks like your dental and vision policies are not yet effective. They're still in a pending process. Uh, looks like we received the form that you filled out last Thursday and processed it then. Uh, it does take one to two weeks for any enrollment to... any enrollment changes to process. Okay. So we're still within that timeframe. Um, once you see the deductions, uh, change around to include dental and vision, your policies are not effective until the following Monday after that. So at this... at this moment, there are no ID cards that I'd... I'd be able to send you. Okay, so they wouldn't be available till Monday? Uh, Monday at the absolute earliest. I would say, given that it does take them time to generate all the information required for a policy, um, you may... uh, you may have better luck giving us a call probably around Wednesday next week, um- Okay. ... depending on if you see the deductions this week. The deductions came out this week. Okay. Yeah, so if the deductions did come out this week, then I... then your best bet would be to give us a call Wednesday, um, that should allow the insurance carriers time enough to generate everything and we should be able to provide those in... that information at that point. Okay, thank you. You're welcome. Thanks for calling and have a good day. You too. Bye-bye. Mm-hmm. 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, Chris. My name is Nelly Mordecai and I work for, um, ISS at Spartan in New Mexico, Missouri.

Speaker speaker_0: Okay. How can I help you?

Speaker speaker_1: And I was wondering if you could email me my vision and dental, uh, insurance cards for me and my wife.

Speaker speaker_0: Okay.

Speaker speaker_1: And tell me where you have to go to the dentist or to get eyeglasses.

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_1: 5088.

Speaker speaker_0: All right. Thank you. Ms. Mordecai, could you verify your address and your date of birth for me?

Speaker speaker_1: Yeah. 2-25-71 and 210 East Highway 124, Hallsville, Missouri, 65255.

Speaker speaker_0: Okay. One moment. We have a phone number on file of 573-933-1107. Is that correct?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. So it looks like your dental and vision policies are not yet effective. They're still in a pending process. Uh, looks like we received the form that you filled out last Thursday and processed it then. Uh, it does take one to two weeks for any enrollment to... any enrollment changes to process.

Speaker speaker_1: Okay.

Speaker speaker_0: So we're still within that timeframe. Um, once you see the deductions, uh, change around to include dental and vision, your policies are not effective until the following Monday after that. So at this... at this moment, there are no ID cards that I'd... I'd be able to send you.

Speaker speaker_1: Okay, so they wouldn't be available till Monday?

Speaker speaker_0: Uh, Monday at the absolute earliest. I would say, given that it does take them time to generate all the information required for a policy, um, you may... uh, you may have better luck giving us a call probably around Wednesday next week, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... depending on if you see the deductions this week.

Speaker speaker_1: The deductions came out this week.

Speaker speaker_0: Okay. Yeah, so if the deductions did come out this week, then I... then your best bet would be to give us a call Wednesday, um, that should allow the insurance carriers time enough to generate everything and we should be able to provide those in... that information at that point.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome. Thanks for calling and have a good day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Mm-hmm. Bye now.