

Transcript: Chris Sofield

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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? Hey, Chris. I was wondering, uh, the... I have Benefits. I just don't know, like, how do I get the card? Okay. What staffing company do you work with? Uh, MAU Solutions. Okay. And last four of your Social to locate your file? 4182. Thank you. And then your first and last name? Darius Atkins. Thank you. Mr. Atkins, could you verify your address and your date of birth for me? 03/18/2002. And your address, sir? Um, I can't remember what address I put on there, but 157 Summit Street, Clinton, South Carolina. Okay. That's not the address that we have on file. Is it the 30572? Highway 76? Yes. That's the address that we have on file. Do we need to update that? Well, I get mail at the 157, but, uh, my, my address is the 30572 though. Okay. So, w- so the other address is your, is your mailing address? Yeah, 'cause it's my dad's house and I don't currently have a mailbox at my house right now, so... Okay. That would then explain it because it would have been sent to the address that is on file, which is the Highway 76 address, and if you don't have a- Right. ... mailbox there, then it's completely up to the postal service on what they do with that card, um, because there was no... Because there was nothing, no, no, like, mailbox to drop it off at, um... Right. Yeah. They, there wouldn't have been... Yeah, so. We can go ahead and update the, uh, address. We'll need to put it down as the mailing address. Uh, could you please repeat that? Okay. Uh, 157 Summit Street. And it should be Oakdale. That's what the place is. Okay. So 157 Summit Street, and what's the city, state and ZIP code? Yeah. Uh, Clinton, South Carolina 2... Ah, what's the ZIP code? 29325. 29325, I think. Okay, thank you. All right. We have a phone number on file of 234-9574. Is that correct? Yeah. Okay. One moment. And then we have an email address of dariusa1102@gmail.com. Is that correct? Correct. Okay. Um, what we can do for you then, Mr. Atkins, uh, we can actually sh- uh, should be able to pull up digital copies of your ID cards and email them directly on over to you to get you that information as quickly as possible. Um... Okay. Let's see here. One moment. So if I were to go, like, see a doctor or something, like... Do I have to pay anything out of pocket? That's, I, I don't know how it works. It's like my first time getting it 'cause I'm, I'm only 22, so I don't know how it works. Okay. So the plan that you're enrolled into- Mm-hmm. ... it covers preventative care services only, so things like physicals, vaccines, cancer screenings and things like that, and only those kinds of services. Um, if, uh, if it is a covered service and you follow the network, which is o- which can be found on the ID cards themselves, your... Uh-huh. Uh, then your coverage is... Or your plan will cover the entire visit. It's 100% coverage so long as it's a covered service and so long as it's in network. Um, if it's not a covered service- Of course. ... or it's out of network, then you are responsible for the entire visit. Right. Okay. Um, now I... While pulling... While trying to pull your information up, I am seeing that for some reason, your medical card is not showing up on

the portal that we use to pull that information. So I'm gonna send an email to my back office team to see if we can get that information and try to get that ID card for you. Uh, so right now I don't have a medical card for you. Um, I can't even pull the po- the policy number for some reason. Uh, but give us 24 to 48 business hours and once we hear back from our back office team, um, see if they can reach out to the carrier and get that information. Uh, we'll give you a call back and give... And provide that information, okay? Okay. All right then. Um, for right now, was there anything else I could help you with? No, that would be it. I just wanted to try to get this situated. Understood. All right. Well, if that's everything for now, thanks again for calling Benefits on a Card and you have a wonderful day. You too. Thank you. All right. You're welcome. Bye now. 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_2: Hey, Chris. I was wondering, uh, the... I have Benefits. I just don't know, like, how do I get the card?

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Uh, MAU Solutions.

Speaker speaker_1: Okay. And last four of your Social to locate your file?

Speaker speaker_2: 4182.

Speaker speaker_1: Thank you. And then your first and last name?

Speaker speaker_2: Darius Atkins.

Speaker speaker_1: Thank you. Mr. Atkins, could you verify your address and your date of birth for me?

Speaker speaker_2: 03/18/2002.

Speaker speaker_1: And your address, sir?

Speaker speaker_2: Um, I can't remember what address I put on there, but 157 Summit Street, Clinton, South Carolina.

Speaker speaker_1: Okay. That's not the address that we have on file.

Speaker speaker_2: Is it the 30572? Highway 76?

Speaker speaker_1: Yes. That's the address that we have on file. Do we need to update that?

Speaker speaker_2: Well, I get mail at the 157, but, uh, my, my address is the 30572 though.

Speaker speaker_1: Okay. So, w- so the other address is your, is your mailing address?

Speaker speaker_2: Yeah, 'cause it's my dad's house and I don't currently have a mailbox at my house right now, so...

Speaker speaker_1: Okay. That would then explain it because it would have been sent to the address that is on file, which is the Highway 76 address, and if you don't have a-

Speaker speaker_2: Right.

Speaker speaker_1: ... mailbox there, then it's completely up to the postal service on what they do with that card, um, because there was no... Because there was nothing, no, no, like, mailbox to drop it off at, um...

Speaker speaker_2: Right.

Speaker speaker_1: Yeah. They, there wouldn't have been... Yeah, so. We can go ahead and update the, uh, address. We'll need to put it down as the mailing address. Uh, could you please repeat that?

Speaker speaker_2: Okay. Uh, 157 Summit Street. And it should be Oakdale. That's what the place is.

Speaker speaker_1: Okay. So 157 Summit Street, and what's the city, state and ZIP code?

Speaker speaker_2: Yeah. Uh, Clinton, South Carolina 2... Ah, what's the ZIP code? 29325. 29325, I think.

Speaker speaker_1: Okay, thank you. All right. We have a phone number on file of 234-9574. Is that correct?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. One moment. And then we have an email address of dariusa1102@gmail.com. Is that correct?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Um, what we can do for you then, Mr. Atkins, uh, we can actually sh- uh, should be able to pull up digital copies of your ID cards and email them directly on over to you to get you that information as quickly as possible. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: Let's see here. One moment.

Speaker speaker_2: So if I were to go, like, see a doctor or something, like... Do I have to pay anything out of pocket? That's, I, I don't know how it works. It's like my first time getting it 'cause I'm, I'm only 22, so I don't know how it works.

Speaker speaker_1: Okay. So the plan that you're enrolled into-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... it covers preventative care services only, so things like physicals, vaccines, cancer screenings and things like that, and only those kinds of services. Um, if, uh, if it is a covered service and you follow the network, which is o- which can be found on the ID cards themselves, your...

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Uh, then your coverage is... Or your plan will cover the entire visit. It's 100% coverage so long as it's a covered service and so long as it's in network. Um, if it's not a covered service-

Speaker speaker_2: Of course.

Speaker speaker_1: ... or it's out of network, then you are responsible for the entire visit.

Speaker speaker_2: Right.

Speaker speaker_1: Okay. Um, now I... While pulling... While trying to pull your information up, I am seeing that for some reason, your medical card is not showing up on the portal that we use to pull that information. So I'm gonna send an email to my back office team to see if we can get that information and try to get that ID card for you. Uh, so right now I don't have a medical card for you. Um, I can't even pull the po- the policy number for some reason. Uh, but give us 24 to 48 business hours and once we hear back from our back office team, um, see if they can reach out to the carrier and get that information. Uh, we'll give you a call back and give... And provide that information, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: All right then. Um, for right now, was there anything else I could help you with?

Speaker speaker_2: No, that would be it. I just wanted to try to get this situated.

Speaker speaker_1: Understood. All right. Well, if that's everything for now, thanks again for calling Benefits on a Card and you have a wonderful day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: All right. You're welcome. Bye now.

Speaker speaker_2: Bye.