Transcript: Chris Sofield (deactivated)-4538117812338688-4667458302984192

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? Hi, Chris. Um, this is Margarita. I am here from the Chambersburg office, uh, from Search. Um, I was just calling because, um, I have an employee here that would like to know what, um, are the benefits, benefits on his, uh, medical card or his medical insurance. Like what - So he- Is the - So, what his, what his b- his, uh, plan specifically covers? Yes. Okay. Um, that's not gonna be something that I'd really be able to help out with just because we're, we're only you guys' enrollment admin. Um, so I wouldn't be able to know, like, the specifics past the, past, like, the basic information of, like, depending on the plan you selected, if it's preventative only or not. Um, do you know if his ID card has either 90-Degree Benefits or American Public Life on it? It says, uh, 90-Degree Benefit. Okay. So for help with that, he'll need to give them a call. Um, their customer service number should be on that ID card ending in 4296. When he calls them, he needs to make sure he presses option one to speak with the correct people. Okay. Sounds good. Well, thank you so much for your help. No problem. Thanks for calling. Have a good day. Bye. We'll see...

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: Hi, Chris. Um, this is Margarita. I am here from the Chambersburg office, uh, from Search. Um, I was just calling because, um, I have an employee here that would like to know what, um, are the benefits, benefits on his, uh, medical card or his medical insurance. Like what -

Speaker speaker_3: So he-

Speaker speaker_2: Is the -

Speaker speaker_3: So, what his, what his b- his, uh, plan specifically covers?

Speaker speaker_2: Yes.

Speaker speaker_3: Okay. Um, that's not gonna be something that I'd really be able to help out with just because we're, we're only you guys' enrollment admin. Um, so I wouldn't be able to know, like, the specifics past the, past, like, the basic information of, like, depending on the

plan you selected, if it's preventative only or not. Um, do you know if his ID card has either 90-Degree Benefits or American Public Life on it?

Speaker speaker_2: It says, uh, 90-Degree Benefit.

Speaker speaker_3: Okay. So for help with that, he'll need to give them a call. Um, their customer service number should be on that ID card ending in 4296. When he calls them, he needs to make sure he presses option one to speak with the correct people.

Speaker speaker_2: Okay. Sounds good. Well, thank you so much for your help.

Speaker speaker_3: No problem. Thanks for calling. Have a good day.

Speaker speaker_2: Bye.

Speaker speaker_4: We'll see...