

Transcript: Chris Sofield

(deactivated)-4935072268894208-6113529556320256

Full Transcript

... calling 90 Degree Benefits- Your call is being monitored or recorded for quality assurance purposes. ... the administrator for benefits in a card member's. Please select from the following options. All agents are currently assisting other callers. Please remain on the line and your call will be answered by the next agent. We appreciate your call. We appreciate your patience. Please remain on the line and we will be with you shortly. 90 Degree Benefits this is Stephanie, how can I help you? Hi, good morning Stephanie. This is Chris at Benefits on a Card. How you doing? I'm good. How are you? I'm doing well, thank you. Um, I just need a little bit of, um, assistance with something here. I've got a, uh, mutual member on my other line on hold, uh, who is stating that she's, she's trying to use her benefits through 90 Degree, um, at a, at a provider's office and is being told that her coverage is inactive. However, from everything I can see, it should be active. I was hoping you might be able to clarify what's going on. Um, yeah, sure. Would you happen to have their ID number? Uh, give me just a moment. I can pull that up. Okay. Uh, yeah. So it is D46401479. And their name and date of birth? Uh, Nicole Fallis, date of birth is 7-27-89. Okay. Uh, yeah, it looks like her effective date is 09/30/'24 and she's got the MEC enhanced, uh, of course her prescription MEC enhanced and the VIP. So it looks like she's got the APL coverage as well. Um, I'm not showing anything as far as anybody here at 90 Degrees speaking to anybody like a provider or anything. So, um, if maybe if she wanted to, if she has the number to the doctor's office or whatever, I don't mind, I could call them and like send them their, her benefits. Yeah, um, let me... Do you mind, um, do you mind if I place you on a brief hold? I'm gonna swap back over to her and see if I can't get that from her and relay that to you, okay? Okay, sure. No problem. Thanks. I'll be right back. Mm-hmm. Another one? Hey, Stephanie? Uh-huh, yeah. Hey, thanks for holding. Um, okay. I've got, I've got a, uh, phone number and the, uh, the, the name of the, I believe this is the, the worker who's gonna be answering that phone. Uh, let me know when you're ready. I'm ready. The phone number is gonna be 760-241- Okay. ... 6666. Mm-hmm. Uh, the- Okay, I've got 760... I'm sorry. I just wanna repeat it back to you. 760-241-6666? Correct. And this is, uh- Okay. ... the, she said that, uh, this is for a, uh, woman named Christine. And this is for the office of Dr. Zayed Hijali. Okay. Hijali? Hijali. Okay. Okay, well, yeah, I will, um, give them a call right now once we hang up. And then, um, did she want me to call her back? Um, I'm, I'm not sure. Uh, she didn't say anything one way or the other. Um, I can, I can just go ahead and let her know that, that you can give her a call, uh, once, uh, once you've, once you've squared everything away with the doctor's office. Okay. Would you happen to have her phone number? Yeah. Uh, her number is 760- Uh-huh. ... 694- ... 694... ... 6667. ... 6667. So, 760-694-6667? Yes, ma'am. Okay. Well, yeah, I will give the, um, Christine at Dr. Hijali, um, a ph- a call and, you know, as far as what, benefits and everything, and then I will call her back, Nicole, and let her know everything was, has been handled. Okay. Awesome. Thank

you so much, Stephanie. I'll relay all of that- Mm-hmm. ... to her. Okay, no problem. Thanks. Have a good one. You too. Mm, bye now. Bye.

Conversation Format

Speaker speaker_0: ... calling 90 Degree Benefits-

Speaker speaker_1: Your call is being monitored or recorded for quality assurance purposes.

Speaker speaker_0: ... the administrator for benefits in a card member's. Please select from the following options. All agents are currently assisting other callers. Please remain on the line and your call will be answered by the next agent. We appreciate your call. We appreciate your patience. Please remain on the line and we will be with you shortly.

Speaker speaker_2: 90 Degree Benefits this is Stephanie, how can I help you?

Speaker speaker_3: Hi, good morning Stephanie. This is Chris at Benefits on a Card. How you doing?

Speaker speaker_2: I'm good. How are you?

Speaker speaker_3: I'm doing well, thank you. Um, I just need a little bit of, um, assistance with something here. I've got a, uh, mutual member on my other line on hold, uh, who is stating that she's, she's trying to use her benefits through 90 Degree, um, at a, at a provider's office and is being told that her coverage is inactive. However, from everything I can see, it should be active. I was hoping you might be able to clarify what's going on.

Speaker speaker_2: Um, yeah, sure. Would you happen to have their ID number?

Speaker speaker_3: Uh, give me just a moment. I can pull that up.

Speaker speaker_2: Okay.

Speaker speaker_3: Uh, yeah. So it is D46401479.

Speaker speaker_2: And their name and date of birth?

Speaker speaker_3: Uh, Nicole Fallis, date of birth is 7-27-89.

Speaker speaker_2: Okay. Uh, yeah, it looks like her effective date is 09/30/'24 and she's got the MEC enhanced, uh, of course her prescription MEC enhanced and the VIP. So it looks like she's got the APL coverage as well. Um, I'm not showing anything as far as anybody here at 90 Degrees speaking to anybody like a provider or anything. So, um, if maybe if she wanted to, if she has the number to the doctor's office or whatever, I don't mind, I could call them and like send them their, her benefits.

Speaker speaker_3: Yeah, um, let me... Do you mind, um, do you mind if I place you on a brief hold? I'm gonna swap back over to her and see if I can't get that from her and relay that to you, okay?

Speaker speaker_2: Okay, sure. No problem.

Speaker speaker_3: Thanks. I'll be right back.

Speaker speaker_2: Mm-hmm. Another one? Hey, Stephanie? Uh-huh, yeah.

Speaker speaker_3: Hey, thanks for holding. Um, okay. I've got, I've got a, uh, phone number and the, uh, the, the name of the, I believe this is the, the worker who's gonna be answering that phone. Uh, let me know when you're ready.

Speaker speaker_2: I'm ready.

Speaker speaker_3: The phone number is gonna be 760-241-

Speaker speaker_4: Okay.

Speaker speaker_3: ... 6666.

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: Uh, the-

Speaker speaker_2: Okay, I've got 760... I'm sorry. I just wanna repeat it back to you. 760-241-6666?

Speaker speaker_3: Correct. And this is, uh-

Speaker speaker_2: Okay.

Speaker speaker_3: ... the, she said that, uh, this is for a, uh, woman named Christine. And this is for the office of Dr. Zayed Hijali.

Speaker speaker_2: Okay. Hijali? Hijali. Okay. Okay, well, yeah, I will, um, give them a call right now once we hang up. And then, um, did she want me to call her back?

Speaker speaker_3: Um, I'm, I'm not sure. Uh, she didn't say anything one way or the other. Um, I can, I can just go ahead and let her know that, that you can give her a call, uh, once, uh, once you've, once you've squared everything away with the doctor's office.

Speaker speaker_2: Okay. Would you happen to have her phone number?

Speaker speaker_3: Yeah. Uh, her number is 760-

Speaker speaker_2: Uh-huh.

Speaker speaker_3: ... 694-

Speaker speaker_2: ... 694...

Speaker speaker_3: ... 6667.

Speaker speaker_2: ... 6667. So, 760-694-6667?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_2: Okay. Well, yeah, I will give the, um, Christine at Dr. Hijali, um, a ph- a call and, you know, as far as what, benefits and everything, and then I will call her b- back, Nicole, and let her know everything was, has been handled.

Speaker speaker_3: Okay. Awesome. Thank you so much, Stephanie. I'll relay all of that-

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: ... to her.

Speaker speaker_2: Okay, no problem. Thanks. Have a good one.

Speaker speaker_3: You too. Mm, bye now.

Speaker speaker_2: Bye.