

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 in a Card. This is Chris. How can I help you today? Yeah, someone just called me from there. Was there any sort of voice message left or anything? Yeah, they just told me to call back. They ain't leave no extension or anything like that. Hmm, okay, so this is... We're a plan administrator for health insurance benefits for staffing companies. If we try to get in contact with you, that's what it would be about. Uh, do you work with a staffing company, sir? Do I work with a staffing company? No, I had called... I had called there earlier regarding those MIR... MIR... It was a lady that I was speaking to. I think her name Pearl. Okay, um, so was this on- She just told me... She just told me to call back. She didn't give me no extension or anything. She just say it was refer... It was referring to the matter that I had called in earlier about. Okay, but, um, let me... So, in order to see what that would be about, I will need to see if we can pull up a file. Um, to do that, I would need to know if you, uh, either work for or used to work for a staffing company that had insurance through them. Yeah, yeah. MAU. MAU? Okay, and the last four of your Social? 3501. And your first and last name? Alfredo McGraw. All right, Mr. McGraw. Could you verify your address and your date of birth for me? October 14th, 1962. 230 Roper Mountain Road Extension. And the rest of the address, the city, state and zip as well? Um, Greenville, South Carolina, 29615. Okay. And we have a phone on file 786-362-3493. Is that correct? Yes. Okay. One moment. Okay, yeah. I see here where the, uh... It, it looks like there was a couple of questions regarding, um, getting, uh... Regarding being able to get an MRI or something to that effect. Um, it looks like the actual insurance c-company, which is American Public Life, uh, s- stated that MRIs are a... It should be a covered service under them and it doesn't require any sort of authorization or anything like that. But if you have any further questions regarding what exactly needs to happen for you to get that... To get that service done, you would need to speak with American Public Life directly. Um, I can give you their phone number. I have their phone number and I spoke to them. They told me it was a second bar... It was a second party that, that they had... That they waiting to release the funds or whatever. I thought... The reason I... Listen, I've, I've, I've been going, going back and forth. I called the insurance comp- the insurance company. The insurance company is telling me that it's a third party that they waiting to release funds or whatever, because the, the, the re- um, the insurance company is saying I have claims pending. But the... but, but, but this... The, um, the, the comp- the second company, they waiting on them to release some funds or whatever. I thought... Okay. I thought the reason... I thought the reason that I called... I called y'all for y'all to give me some information. Y'all sending me back to the insurance company. The insurance- Right. ...when I talk to the... When I talk to the insurance company, they're going to send me back to the second party. Who, who, who supposed to be sending them the money? Okay, sir. So I mean, I, I do understand all of that. Don't worry

about it. The only thing- Don't worry about it. Don't worry about it. Don't, don't worry about it. Don't worry about it. Don't worry about it. Thank you very much. You have a wonderful day.

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: Yeah, someone just called me from there.

Speaker speaker_1: Was there any sort of voice message left or anything?

Speaker speaker_2: Yeah, they just told me to call back. They ain't leave no extension or anything like that.

Speaker speaker_1: Hmm, okay, so this is... We're a plan administrator for health insurance benefits for staffing companies. If we try to get in contact with you, that's what it would be about. Uh, do you work with a staffing company, sir?

Speaker speaker_2: Do I work with a staffing company? No, I had called... I had called there earlier regarding those MIR... MIR... It was a lady that I was speaking to. I think her name Pearl.

Speaker speaker_1: Okay, um, so was this on-

Speaker speaker_2: She just told me... She just told me to call back. She didn't give me no extension or anything. She just say it was refer... It was referring to the matter that I had called in earlier about.

Speaker speaker_1: Okay, but, um, let me... So, in order to see what that would be about, I will need to see if we can pull up a file. Um, to do that, I would need to know if you, uh, either work for or used to work for a staffing company that had insurance through them.

Speaker speaker_2: Yeah, yeah. MAU.

Speaker speaker_1: MAU? Okay, and the last four of your Social?

Speaker speaker_2: 3501.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Alfredo McGraw.

Speaker speaker_1: All right, Mr. McGraw. Could you verify your address and your date of birth for me?

Speaker speaker_2: October 14th, 1962. 230 Roper Mountain Road Extension.

Speaker speaker_1: And the rest of the address, the city, state and zip as well?

Speaker speaker_2: Um, Greenville, South Carolina, 29615.

Speaker speaker_1: Okay. And we have a phone on file 786-362-3493. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. One moment. Okay, yeah. I see here where the, uh... It, it looks like there was a couple of questions regarding, um, getting, uh... Regarding being able to get an MRI or something to that effect. Um, it looks like the actual insurance c- company, which is American Public Life, uh, s- stated that MRIs are a... It should be a covered service under them and it doesn't require any sort of authorization or anything like that. But if you have any further questions regarding what exactly needs to happen for you to get that... To get that service done, you would need to speak with American Public Life directly. Um, I can give you their phone number.

Speaker speaker_2: I have their phone number and I spoke to them. They told me it was a second bar... It was a second party that, that they had... That they waiting to release the funds or whatever. I thought... The reason I... Listen, I've, I've, I've been going, going back and forth. I called the insurance comp- the insurance company. The insurance company is telling me that it's a third party that they waiting to release funds or whatever, because the, the, the re- um, the insurance company is saying I have claims pending. But the... but, but, but this... The, um, the, the comp- the second company, they waiting on them to release some funds or whatever. I thought...

Speaker speaker_1: Okay.

Speaker speaker_2: I thought the reason... I thought the reason that I called... I called y'all for y'all to give me some information. Y'all sending me back to the insurance company. The insurance-

Speaker speaker_1: Right.

Speaker speaker_2: ...when I talk to the... When I talk to the insurance company, they're going to send me back to the second party. Who, who, who supposed to be sending them the money?

Speaker speaker_1: Okay, sir. So I mean, I, I do understand all of that.

Speaker speaker_2: Don't worry about it.

Speaker speaker_1: The only thing-

Speaker speaker_2: Don't worry about it. Don't worry about it. Don't, don't worry about it. Don't worry about it. Don't worry about it. Thank you very much. You have a wonderful day.