

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Hi, my name is Michelle, calling from the provider's office to check the claim status. Okay. So we are not ad... uh, we are not the insurance carrier, so we do not have any sort of- Mm-hmm. ... claims department. We're the enrollment administrator. Mm-hmm. The only thing I can do is, uh, pull up your, your patient's file in our system and see which other company- Mm-hmm. ... you have to call to get that information. Uh, what's the patient's personal name? Okay. Yes. Patient name is Dillian R. Shofner and the date of birth is June 3rd of 2000. Can you verif- can you please verify the spelling of the first and the last name? Sure. It is D as in delta, I as in India, L as in lima, L as in lima, I as in India, A as in alpha, N as in November, and the middle name initial is R, as in Romeo, and the last name is S as in sierra, H as in hotel, O as in Oscar, F as in foxtrot, N as in number, E as in echo, R as in Romeo. Okay. Moment. And would, would you happen to have any information for who Ms. Shofner's, um, place of employment was at the time of her service? Uh, I'm sorry, can you repeat it please? Would you happen to have any information as to who their, their employer was at the time of service? 'Cause, so- Um- We partner, we partner with multiple different staffing companies to help their employees enroll into benefits, and this person is showing up under three different files they could possibly be in, and without knowing which file to look at, I wouldn't be able to tell you, uh, I wouldn't be able to tell you if it's 90 Degree Benefits or someone else. Okay, got it. Um, actually here in the c- member's card copy we have the, um, number which is mentioned as 90 Degree Benefits. So that's the number I have dialed now. Okay, so you- But, um, there is no- ... you pressed the wrong, you pressed the wrong option. Uh-huh. You got transferred to another company. Call that number back and press option one. Option one. Okay, because I, I've got confused with the, um, options, so I chose the member service number so that I can reach to the claims department. Yeah, press- Okay, got it. Press option one. That's the only option that'll get you to 90 Degree Benefits. Okay, got it. All right. All right then. Thank you so much for, like, uh, assistance. Take care. You're welcome. Have a good day. Okay. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card, this is Chris. How can I help you today?

Speaker speaker_1: Hi, my name is Michelle, calling from the provider's office to check the claim status.

Speaker speaker_0: Okay. So we are not ad... uh, we are not the insurance carrier, so we do not have any sort of-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... claims department. We're the enrollment administrator.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: The only thing I can do is, uh, pull up your, your patient's file in our system and see which other company-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... you have to call to get that information. Uh, what's the patient's personal name?

Speaker speaker_1: Okay. Yes. Patient name is Dillian R. Shofner and the date of birth is June 3rd of 2000.

Speaker speaker_0: Can you verif- can you please verify the spelling of the first and the last name?

Speaker speaker_1: Sure. It is D as in delta, I as in India, L as in lima, L as in lima, I as in India, A as in alpha, N as in November, and the middle name initial is R, as in Romeo, and the last name is S as in sierra, H as in hotel, O as in Oscar, F as in foxtrot, N as in number, E as in echo, R as in Romeo.

Speaker speaker_0: Okay. Moment. And would, would you happen to have any information for who Ms. Shofner's, um, place of employment was at the time of her service?

Speaker speaker_1: Uh, I'm sorry, can you repeat it please?

Speaker speaker_0: Would you happen to have any information as to who their, their employer was at the time of service? 'Cause, so-

Speaker speaker_1: Um-

Speaker speaker_0: We partner, we partner with multiple different staffing companies to help their employees enroll into benefits, and this person is showing up under three different files they could possibly be in, and without knowing which file to look at, I wouldn't be able to tell you, uh, I wouldn't be able to tell you if it's 90 Degree Benefits or someone else.

Speaker speaker_1: Okay, got it. Um, actually here in the c- member's card copy we have the, um, number which is mentioned as 90 Degree Benefits. So that's the number I have dialed now.

Speaker speaker_0: Okay, so you-

Speaker speaker_1: But, um, there is no-

Speaker speaker_0: ... you pressed the wrong, you pressed the wrong option.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: You got transferred to another company. Call that number back and press option one.

Speaker speaker_1: Option one. Okay, because I, I've got confused with the, um, options, so I chose the member service number so that I can reach to the claims department.

Speaker speaker_0: Yeah, press-

Speaker speaker_1: Okay, got it.

Speaker speaker_0: Press option one. That's the only option that'll get you to 90 Degree Benefits.

Speaker speaker_1: Okay, got it.

Speaker speaker_0: All right.

Speaker speaker_1: All right then. Thank you so much for, like, uh, assistance. Take care.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: Okay. Bye-bye.