Transcript: Chris Sofield (deactivated)-5249638218645504-5822787679207424

Full Transcript

Thank you for calling Benefits NCARD. This is Chris. How can I help you today? Hi, Chris. I got a question. I was sent over, uh, my card electronically and I'm trying to figure out... What do I... Where is the... Usually there's a, um, a ID number for the healthcare, for the, uh, medical. Um, who... I don't see anything. It's like a member BG staffing. I- It got a group number, employee ID, employee name, medical coverage- It... Yeah. ... and then over here it got a provider's and they got a phone number call 90 Degree Benefit. Okay. Employee ID is the ID number. Okay, and then the group num- And this is the medical... This is for the medical, whatever, the savings or whatever, the medical, right? Correct. Okay. I just... I got a little confused. I was like... Well, I'm confused like, 'cause over here it had like the providers call this number. Yeah, that's for if the doctor needs to give them a call. But, yeah, no, that, that, um... That employee ID is your ID number. Okay. All right. That's all I need to know. Thank you, my friend. You're very welcome. Thanks again for calling- Mm-hmm. ... Benefits NCARD and have a wonderful day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits NCARD. This is Chris. How can I help you today?

Speaker speaker_1: Hi, Chris. I got a question. I was sent over, uh, my card electronically and I'm trying to figure out... What do I... Where is the... Usually there's a, um, a ID number for the healthcare, for the, uh, medical. Um, who... I don't see anything. It's like a member BG staffing. I- It got a group number, employee ID, employee name, medical coverage-

Speaker speaker_0: It... Yeah.

Speaker speaker_1: ... and then over here it got a provider's and they got a phone number call 90 Degree Benefit.

Speaker speaker_0: Okay. Employee ID is the ID number.

Speaker speaker_1: Okay, and then the group num- And this is the medical... This is for the medical, whatever, the savings or whatever, the medical, right?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. I just... I got a little confused. I was like... Well, I'm confused like, 'cause over here it had like the providers call this number.

Speaker speaker_0: Yeah, that's for if the doctor needs to give them a call. But, yeah, no, that, that, um... That employee ID is your ID number.

Speaker speaker_1: Okay. All right. That's all I need to know. Thank you, my friend.

Speaker speaker_0: You're very welcome. Thanks again for calling-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... Benefits NCARD and have a wonderful day.

Speaker speaker_1: You too. Bye-bye.