

Transcript: Chris Sofield

(deactivated)-5354453692006400-5711033843269632

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Hey, um, I, I just... I'm trying to deal with a... Um, I need to get rebilled basically, because I think that when I went to get some services done earlier in the year, it was missing information. I didn't know that. So I wanted to try to... Like, I have their number and I want to get y'all to directly talk to each other, somebody on each side talk to each other so I get rebuilt and cr- crack at it again. Okay, um... So, we're just the enrollment admin for the employer that you had the coverage through, so that wouldn't be something that we would be able to do. Uh, best I could do is look up your file in our system, see who actually, like, was the carrier for the policy and give you their number so you can speak with them and make that request with them. That'll be perfect. What staffing company was this through? Um, MAU. And last four of your Social? Uh... Lord. I got to put it in my head real quick. 1606, 1606. And your first and last name? Jasmine Bynum. All right, Ms. Bynum could you verify your address and date of birth please? Um, June 6th, '93. Oh, address? 3837 Shaw Street, 29203, uh, SC. What city and state, ma'am? Uh, Columbia, SC. Okay. And then, we have a phone on file 803-844-8378? Yes. Okay. Uh, one moment. Okay, looks like you need to get in contact with 90 Degree Benefits. Let me know when you're ready, I'll give you their phone number. Okay. I'm ready. Um, that number is 800- All right. ... 833-833. ... 4296, and- 4296? Yes, ma'am. And when you call that number make sure you press option one. That's the only option that's going to get you where you need to go. Okay, thank you so much. You're welcome. Thanks for calling and have a good day. All right, you too. All right, bye now. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Chris. How can I help you today?

Speaker speaker_2: Hey, um, I, I just... I'm trying to deal with a... Um, I need to get rebilled basically, because I think that when I went to get some services done earlier in the year, it was missing information. I didn't know that. So I wanted to try to... Like, I have their number and I want to get y'all to directly talk to each other, somebody on each side talk to each other so I get rebuilt and cr- crack at it again.

Speaker speaker_1: Okay, um... So, we're just the enrollment admin for the employer that you had the coverage through, so that wouldn't be something that we would be able to do. Uh, best I could do is look up your file in our system, see who actually, like, was the carrier for the policy and give you their number so you can speak with them and make that request with them.

Speaker speaker_2: That'll be perfect.

Speaker speaker_1: What staffing company was this through?

Speaker speaker_2: Um, MAU.

Speaker speaker_1: And last four of your Social?

Speaker speaker_2: Uh... Lord. I got to put it in my head real quick. 1606, 1606.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Jasmine Bynum.

Speaker speaker_1: All right, Ms. Bynum could you verify your address and date of birth please?

Speaker speaker_2: Um, June 6th, '93. Oh, address? 3837 Shaw Street, 29203, uh, SC.

Speaker speaker_1: What city and state, ma'am?

Speaker speaker_2: Uh, Columbia, SC.

Speaker speaker_1: Okay. And then, we have a phone on file 803-844-8378?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Uh, one moment. Okay, looks like you need to get in contact with 90 Degree Benefits. Let me know when you're ready, I'll give you their phone number.

Speaker speaker_2: Okay. I'm ready.

Speaker speaker_1: Um, that number is 800-

Speaker speaker_2: All right.

Speaker speaker_1: ... 833-

Speaker speaker_2: 833.

Speaker speaker_1: ... 4296, and-

Speaker speaker_2: 4296?

Speaker speaker_1: Yes, ma'am. And when you call that number make sure you press option one. That's the only option that's going to get you where you need to go.

Speaker speaker_2: Okay, thank you so much.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker_2: All right, you too.

Speaker speaker_1: All right, bye now.

Speaker speaker_2: Bye-bye.