

## **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 on a Card. This is Chris. How can I help you today? Hi, Chris. Um, I just have received my card from you, um, uh, through Creative Circle, um, and so I guess you guys are my insurance, and I just had a lot of questions regarding the coverage. Okay. So we're the enrollment administrator for Creative Circle. We're not the actual insurance company. So, um, if you're having questions specifically related to coverage, unfortunately, we would not be able to help. Um, what... On the ID card that you're saying- It's weird because- What- ... I had been calling the number on my card, and so I thought since they put the number on the card, it was the number to, to call. So when I first called the number, I got transferred to someone that was, she said, "Oh, we're just prescription." So I said, "Well, I need to speak to someone to figure out what is covered under my coverage," because I just moved a major surgery because I thought I didn't have coverage, and I did with my other insurance. And so now- Okay. ... I pushed it, and now I pushed it in a date where it now won't be covered with my prior insurance. It w- I have to figure out with you. So what she did, she gave me this phone number, and then she transferred me. So for me, it's weird that I would have numbers on my health medical card, and they don't give me, or they don't transfer me to the right department to get information regarding the coverage. Right. So that's, that's what I'm, I'm trying to get at like which... On the ID card that you have- Uh-huh. ... the, uh, the logo- So- ... on it, is it for 90 Degree Benefits or American Public Life? It says American Public Life. Okay. So on that ID card, there should be a phone number ending in 8606. That is, uh, that is the actual customer service number for American Public Life. They're the insurance company itself. That would be who you would need to talk to for any coverage-related questions. So it's the, uh, the virtual care one? No, it's, uh, there should be a phone number on that ID card. It's... If it's not on the front, it's probably on the back, but it should be 800-256-8606. Okay. Um, I will call that number. All right. Was there anything else? It's... No, but you sound like... I didn't, I didn't mean to agitate you. Don't lean into any energy, th- that... I'm letting you know that I'm... You've been very helpful. So I just want you to have a good day because it seems like you're, you're getting upset. Um, and I don't... No. And that's not my intention to make you upset. I was just trying to get information. No, uh- So I, I appreciate the help. ... you're, you're perfectly fine. I'm... It... Everything is fi- Um, but anyway, yeah, no. So, uh, there... Like I said, it... If I'm looking at... I'm looking at, uh, just a copy of the ID card. Um, it should be on the backside of the card. It's, it's in bold 10- Yeah. It's at the top. Yeah. Yeah. So it, it should- ... it could, it could have just been the- There's a lot of numbers here. So, yeah. Yeah. It's just, uh- Sorry. ... there's con- some confusion, and, and, and just a cop, like too much information. I get it. Uh, but yeah, just call that number. They should be able to help you. Okay. Thank you so much. You're welcome. Bye. Thanks again for calling. Have a good day. You too. 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: Hi, Chris. Um, I just have received my card from you, um, uh, through Creative Circle, um, and so I guess you guys are my insurance, and I just had a lot of questions regarding the coverage.

Speaker speaker\_1: Okay. So we're the enrollment administrator for Creative Circle. We're not the actual insurance company. So, um, if you're having questions specifically related to coverage, unfortunately, we would not be able to help. Um, what... On the ID card that you're saying-

Speaker speaker\_2: It's weird because-

Speaker speaker\_1: What-

Speaker speaker\_2: ... I had been calling the number on my card, and so I thought since they put the number on the card, it was the number to, to call. So when I first called the number, I got transferred to someone that was, she said, "Oh, we're just prescription." So I said, "Well, I need to speak to someone to figure out what is covered under my coverage," because I just moved a major surgery because I thought I didn't have coverage, and I did with my other insurance. And so now-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... I pushed it, and now I pushed it in a date where it now won't be covered with my prior insurance. It w- I have to figure out with you. So what she did, she gave me this phone number, and then she transferred me. So for me, it's weird that I would have numbers on my health medical card, and they don't give me, or they don't transfer me to the right department to get information regarding the coverage.

Speaker speaker\_1: Right. So that's, that's what I'm, I'm trying to get at like which... On the ID card that you have-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... the, uh, the logo-

Speaker speaker\_2: So-

Speaker speaker\_1: ... on it, is it for 90 Degree Benefits or American Public Life?

Speaker speaker\_2: It says American Public Life.

Speaker speaker\_1: Okay. So on that ID card, there should be a phone number ending in 8606. That is, uh, that is the actual customer service number for American Public Life. They're the insurance company itself. That would be who you would need to talk to for any coverage-related questions.

Speaker speaker\_2: So it's the, uh, the virtual care one?

Speaker speaker\_1: No, it's, uh, there should be a phone number on that ID card. It's... If it's not on the front, it's probably on the back, but it should be 800-256-8606.

Speaker speaker\_2: Okay. Um, I will call that number.

Speaker speaker\_1: All right. Was there anything else?

Speaker speaker\_2: It's... No, but you sound like... I didn't, I didn't mean to agitate you. Don't lean into any energy, th- that... I'm letting you know that I'm... You've been very helpful. So I just want you to have a good day because it seems like you're, you're getting upset. Um, and I don't...

Speaker speaker\_1: No.

Speaker speaker\_2: And that's not my intention to make you upset. I was just trying to get information.

Speaker speaker\_1: No, uh-

Speaker speaker\_2: So I, I appreciate the help.

Speaker speaker\_1: ... you're, you're perfectly fine. I'm... It... Everything is fi- Um, but anyway, yeah, no. So, uh, there... Like I said, it... If I'm looking at... I'm looking at, uh, just a copy of the ID card. Um, it should be on the backside of the card. It's, it's in bold 10-

Speaker speaker\_2: Yeah. It's at the top.

Speaker speaker\_1: Yeah. Yeah. So it, it should- ... it could, it could have just been the-

Speaker speaker\_2: There's a lot of numbers here. So, yeah.

Speaker speaker\_1: Yeah. It's just, uh-

Speaker speaker\_2: Sorry.

Speaker speaker\_1: ... there's con- some confusion, and, and, and just a cop, like too much information. I get it. Uh, but yeah, just call that number. They should be able to help you.

Speaker speaker\_2: Okay. Thank you so much.

Speaker speaker\_1: You're welcome.

Speaker speaker\_2: Bye.

Speaker speaker\_1: Thanks again for calling. Have a good day.

Speaker speaker\_2: You too. Bye-bye.