

## **Transcript: Chris Sofield**

**(deactivated)-5662066831474688-5864259111043072**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. This is Chris or Tucker? Yeah, this is Chris. I'm just gonna go ahead and just hang up. Hey, can you hear me? Uh, yes, I can hear you. How can I help you? Uh, yes, sir. I've got a gentleman here, and he's trying to figure out what his insurance is. Um, he is, uh, full time through Surge Staffing and- Okay. ... he's not... he doesn't know what, what kind of insurance he has or anything, so I was trying to help him. Okay. And who am I speaking with? My name's Tanya Bunch . He came to me to get insurance but I said, "Hey, if you got insurance, you need to find out what it is before you go to thinking of putting something else with it." So- Okay. He is right here. Hold on. Yes, sir. Hi. Yes. My name is Chris. I'm with Benefits in a Card. I understand that you're just trying to get some clarification on what your insurance is through Surge Staffing. Yes, sir. Okay. What's the last four of your Social? 1025. And your first and last name? Joshua Davis. All right, Mr. Davis, could you verify your address and your date of birth for me please? Yes. 6460 County Road 58, Albertville, Alabama, 35951. And, uh, day, uh, what was the other- Date of birth? What was the other thing, yeah? Date of birth. July 13, 1990. Thank you. Phone number I have is 256-470-5387. Is that still correct? Yes, sir. All right. So I'm showing, it looks like you're currently enrolled into, looks like medical, dental, vision, behavioral health, um, the, uh, short term disability and a, uh, and a, sorry, a separate prescription plan. Um, all those for, looks like employee and spouse level coverage. Okay. Who's it with? Uh, who's it all with? Uh, your- I see. So your medical, dental and disability are all through a company called American Public Life. Your vision is through MetLife. The prescription coverage is through a company called FreeRX. And then the behavioral health, I believe... Let me double check this. The behavioral health is through, uh, is through Benefits in a Card directly. Okay. So, um, where can he get a copy of his, uh, summary benefit for his medical? Uh, for that kind of thing, he'd need to con- uh, he'd need to get in contact with American Public Life. Uh, let me know when you're ready, I can give you that phone number. Thank you. I'm ready. Phone number to call is going to be 800-497- I think he- Sorry. Go ahead. My apologies. My, my apologies, I was getting the wrong... I was looking at the wrong number. Oh. It is actually 800- Okay. ... 856- Okay. ... 8606. Okay. We'll file it in. Thank you. You've been very helpful. You're, you're welcome. Thanks for calling. Have a good day. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: This is Chris or Tucker?

Speaker speaker\_2: Yeah, this is Chris. I'm just gonna go ahead and just hang up. Hey, can you hear me?

Speaker speaker\_1: Uh, yes, I can hear you. How can I help you?

Speaker speaker\_2: Uh, yes, sir. I've got a gentleman here, and he's trying to figure out what his insurance is. Um, he is, uh, full time through Surge Staffing and-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... he's not... he doesn't know what, what kind of insurance he has or anything, so I was trying to help him.

Speaker speaker\_1: Okay. And who am I speaking with?

Speaker speaker\_2: My name's Tanya Bunch . He came to me to get insurance but I said, "Hey, if you got insurance, you need to find out what it is before you go to thinking of putting something else with it." So-

Speaker speaker\_1: Okay.

Speaker speaker\_2: He is right here. Hold on.

Speaker speaker\_1: Yes, sir. Hi. Yes. My name is Chris. I'm with Benefits in a Card. I understand that you're just trying to get some clarification on what your insurance is through Surge Staffing.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay. What's the last four of your Social?

Speaker speaker\_2: 1025.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Joshua Davis.

Speaker speaker\_1: All right, Mr. Davis, could you verify your address and your date of birth for me please?

Speaker speaker\_2: Yes. 6460 County Road 58, Albertville, Alabama, 35951. And, uh, day, uh, what was the other-

Speaker speaker\_1: Date of birth?

Speaker speaker\_2: What was the other thing, yeah? Date of birth. July 13, 1990.

Speaker speaker\_1: Thank you. Phone number I have is 256-470-5387. Is that still correct?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: All right. So I'm showing, it looks like you're currently enrolled into, looks like medical, dental, vision, behavioral health, um, the, uh, short term disability and a, uh, and a, sorry, a separate prescription plan. Um, all those for, looks like employee and spouse level

coverage.

Speaker speaker\_2: Okay. Who's it with? Uh, who's it all with?

Speaker speaker\_1: Uh, your-

Speaker speaker\_2: I see.

Speaker speaker\_1: So your medical, dental and disability are all through a company called American Public Life. Your vision is through MetLife. The prescription coverage is through a company called FreeRX. And then the behavioral health, I believe... Let me double check this. The behavioral health is through, uh, is through Benefits in a Card directly.

Speaker speaker\_2: Okay. So, um, where can he get a copy of his, uh, summary benefit for his medical?

Speaker speaker\_1: Uh, for that kind of thing, he'd need to con- uh, he'd need to get in contact with American Public Life. Uh, let me know when you're ready, I can give you that phone number.

Speaker speaker\_2: Thank you. I'm ready.

Speaker speaker\_1: Phone number to call is going to be 800-497-

Speaker speaker\_2: I think he-

Speaker speaker\_1: Sorry.

Speaker speaker\_2: Go ahead.

Speaker speaker\_1: My apologies. My, my apologies, I was getting the wrong... I was looking at the wrong number.

Speaker speaker\_2: Oh.

Speaker speaker\_1: It is actually 800-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... 856-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... 8606.

Speaker speaker\_2: Okay. We'll file it in. Thank you. You've been very helpful.

Speaker speaker\_1: You're, you're welcome. Thanks for calling. Have a good day.

Speaker speaker\_2: You too.