

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 Center Card. This is Chris. How can I help you today? Hi. Um, I have a question about the Insure Plus plan. Um, I wanted to know if that includes, like, OBGYN. Uh, n- Insure Plus would not cover any sort of preventative care services, no, ma'am. Mm... Is that, is that considered preventative care? Uh, so yeah, typically, like, preventative care would be things like, um, yeah, like, mammogra- mammograms, birth control, um, like, ca- uh, tho- those kinds... Like, anything related to those kinds of screenings, the... Yeah. No, they're, those are only covered by the Stay Healthy plans. Okay, so... Hmm. I don't... So, like, if you're... But I wouldn't be getting either of those. So, I'm just saying, if someone wants to go to the OBGYN... Uh, so it would, it would, it would entirely depend, really, on if your visit is a preventative... Is for a preventative care service or if it's for a treatment service. If it's for a treatment service, it may be covered by the Insure Plus plan, but if it's for preventative, then it will not be. Um- Okay. ... if you ha- if you know what you're trying to get done and, uh, you need some clarification on the exact service, then, um, you would have to get in contact with American Public Life for actual, like, coverage specifics, as we are just the enrollment admin for your staffing company. Unfortunately, we don't have the information to answer anything more detailed than what I've already stated. Mm-hmm. So, I, I had to... I had called before, but I had to get off the phone. They were going to transfer me to see if that was possible, but I don't know who they were transferring me to. It, it may have been American Public Life. Um, I can, uh, I can get... Transfer you over, but I can also give you their phone number. That way, if for some reason the transfer fails or if you get disconnected, you can give them a call back directly, okay? Okay. Uh, let me know when you're ready. I'm ready. Uh, their number is 800-256-8606. Okay. Thank you. No problem. And I'll transfer you on over. Anything else before I do so? No, that's all. All right. Thank you for calling, and please hold for your transfer.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits Center Card. This is Chris. How can I help you today?

Speaker speaker_2: Hi. Um, I have a question about the Insure Plus plan. Um, I wanted to know if that includes, like, OBGYN.

Speaker speaker_1: Uh, n- Insure Plus would not cover any sort of preventative care services, no, ma'am.

Speaker speaker_2: Mm... Is that, is that considered preventative care?

Speaker speaker_1: Uh, so yeah, typically, like, preventative care would be things like, um, yeah, like, mammogra- mammograms, birth control, um, like, ca- uh, tho- those kinds... Like, anything related to those kinds of screenings, the... Yeah. No, they're, those are only covered by the Stay Healthy plans.

Speaker speaker_2: Okay, so... Hmm. I don't... So, like, if you're... But I wouldn't be getting either of those. So, I'm just saying, if someone wants to go to the OBGYN...

Speaker speaker_1: Uh, so it would, it would, it would entirely depend, really, on if your visit is a preventative... Is for a preventative care service or if it's for a treatment service. If it's for a treatment service, it may be covered by the Insure Plus plan, but if it's for preventative, then it will not be. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... if you ha- if you know what you're trying to get done and, uh, you need some clarification on the exact service, then, um, you would have to get in contact with American Public Life for actual, like, coverage specifics, as we are just the enrollment admin for your staffing company. Unfortunately, we don't have the information to answer anything more detailed than what I've already stated.

Speaker speaker_2: Mm-hmm. So, I, I had to... I had called before, but I had to get off the phone. They were going to transfer me to see if that was possible, but I don't know who they were transferring me to.

Speaker speaker_1: It, it may have been American Public Life. Um, I can, uh, I can get... Transfer you over, but I can also give you their phone number. That way, if for some reason the transfer fails or if you get disconnected, you can give them a call back directly, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, let me know when you're ready.

Speaker speaker_2: I'm ready.

Speaker speaker_1: Uh, their number is 800-256-8606.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. And I'll transfer you on over. Anything else before I do so?

Speaker speaker_2: No, that's all.

Speaker speaker_1: All right. Thank you for calling, and please hold for your transfer.