

## **Transcript: Chris Sofield**

**(deactivated)-5900483710468096-5002665760178176**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Yeah. My name's Detroit Pentagraph, and I got a letter from y'all. Is this for, uh, short-term disability? Okay. So, we're a plan administrator for health insurance benefits for various staffing companies. Short-term disability may be one of the policies that, that is offered through the staffing company that you may work with, but if you're looking to file a short-term disability claim, this is not the number to call. Um, additionally, you said you received a letter. Yeah. What exactly did the letter say, sir? Um, it says, "New benefit announcement, Benefits in a Card." It says, "Welcome to Benefits in a Card. As a member, you now have round-the-clock access to U.S.-based licensed provider for phone and video consultation." Okay. So, that... so that is just an... that's just, uh, uh, just information and an announcement that you, that your medical policy now includes a virtual care plan or a virtu-... yeah, a virtual care component to it, for, like, Teladoc-type visits over the phone or over video chat. So, this saved for me getting money for my short-term disability for my job? No, has... No, it has nothing to do with short-term disability. The... that, that specific notification, anyway. Oh, that's why y'all was returning the call. So, this is the number that the staffing company gave me to call. Okay. So if you're, if you're trying to file a short-term disability claim, the only thing- I'm about to go file this. Okay. If you're- I thought so. If you need... if y-... if you need to do anything relating to your short-term disability claim itself, this is not the number to call. You need to call American Public Life. I can give you their phone number. Okay. One second. Um... Okay. Um... Okay. What's their number? 800-256-8606. And who do I ask for? Just tell them that I'm checking up on my claim? Yeah. The... you just follow the... just follow their automated prompts. That should get you to where you need to go. All right. Thank you. You're welcome. Have a good day.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Yeah. My name's Detroit Pentagraph, and I got a letter from y'all. Is this for, uh, short-term disability?

Speaker speaker\_1: Okay. So, we're a plan administrator for health insurance benefits for various staffing companies. Short-term disability may be one of the policies that, that is

offered through the staffing company that you may work with, but if you're looking to file a short-term disability claim, this is not the number to call. Um, additionally, you said you received a letter.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: What exactly did the letter say, sir?

Speaker speaker\_2: Um, it says, "New benefit announcement, Benefits in a Card." It says, "Welcome to Benefits in a Card. As a member, you now have round-the-clock access to U.S.-based licensed provider for phone and video consultation."

Speaker speaker\_1: Okay. So, that... so that is just an... that's just, uh, uh, just information and an announcement that you, that your medical policy now includes a virtual care plan or a virtu-... yeah, a virtual care component to it, for, like, Teladoc-type visits over the phone or over video chat.

Speaker speaker\_2: So, this saved for me getting money for my short-term disability for my job?

Speaker speaker\_1: No, has... No, it has nothing to do with short-term disability. The... that, that specific notification, anyway.

Speaker speaker\_2: Oh, that's why y'all was returning the call. So, this is the number that the staffing company gave me to call.

Speaker speaker\_1: Okay. So if you're, if you're trying to file a short-term disability claim, the only thing-

Speaker speaker\_2: I'm about to go file this.

Speaker speaker\_1: Okay. If you're-

Speaker speaker\_2: I thought so.

Speaker speaker\_1: If you need... if y-... if you need to do anything relating to your short-term disability claim itself, this is not the number to call. You need to call American Public Life. I can give you their phone number.

Speaker speaker\_2: Okay. One second. Um... Okay. Um... Okay. What's their number?

Speaker speaker\_1: 800-256-8606.

Speaker speaker\_2: And who do I ask for? Just tell them that I'm checking up on my claim?

Speaker speaker\_1: Yeah. The... you just follow the... just follow their automated prompts. That should get you to where you need to go.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: You're welcome. Have a good day.