

Transcript: Chris Sofield (deactivated)-6039716637392896-4952198605127680

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? Hello. My name is Stefan. I was wondering if my plan allows me to go to the MinuteClinic at CVS. Um, I unfortunately would not be able to answer that kind of question just because we're only the enrollment admin for your employer. We're not the actual insurance company. Um, best that I could do is tell you... is, uh, tell you like based on what you're enrolled into, who the insurance company is and give you their phone number. Um, what staffing company do you work with? Focus. Focus. And last four of your social? 2175. I thought I was transferred over to the... That's what I was just told, that I was transferred over so that I could ask that question. Uh, were you being transferred to 90 Degree Benefits? Yes. Okay. Um, when you, when you call 90 Degree Benefits to get transferred to them, uh, you need to press option one to speak with the correct team. You, uh, you pressed, I believe option four and got routed right back to where you were transferred from. Oh, okay. Is there a way you could transfer me back to that? Yeah, I could do that. Thank you. No problem. All right. I'll go ahead and set that transfer up for you. Again, just press option one when you hear the... when you hear the, uh, prompts. Okay? All right, thank you. You're welcome. Have a good day. You as well. 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: Hello. My name is Stefan. I was wondering if my plan allows me to go to the MinuteClinic at CVS.

Speaker speaker_1: Um, I unfortunately would not be able to answer that kind of question just because we're only the enrollment admin for your employer. We're not the actual insurance company. Um, best that I could do is tell you... is, uh, tell you like based on what you're enrolled into, who the insurance company is and give you their phone number. Um, what staffing company do you work with?

Speaker speaker_2: Focus.

Speaker speaker_1: Focus. And last four of your social?

Speaker speaker_2: 2175. I thought I was transferred over to the... That's what I was just told, that I was transferred over so that I could ask that question.

Speaker speaker_1: Uh, were you being transferred to 90 Degree Benefits?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, when you, when you call 90 Degree Benefits to get transferred to them, uh, you need to press option one to speak with the correct team. You, uh, you pressed, I believe option four and got routed right back to where you were transferred from.

Speaker speaker_2: Oh, okay. Is there a way you could transfer me back to that?

Speaker speaker_1: Yeah, I could do that.

Speaker speaker_2: Thank you.

Speaker speaker_1: No problem. All right. I'll go ahead and set that transfer up for you. Again, just press option one when you hear the... when you hear the, uh, prompts. Okay?

Speaker speaker_2: All right, thank you.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: You as well. Bye.