

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 in a Card. This is Chris. How can I help you today? Hello. I, um... My name's Zariah Pickett and I have a... got a card through the mail. I guess it's from my temp agency job, and it said on the front to call this number for verification, for the- Okay. ... benefits package. Okay. So yeah, we are... We're a plan administrator for health insurance benefits for various staffing companies. Um, sounds like you were enrolled into a plan that, uh... uh, from that staffing company. Um, what, uh... What staffing company do you work with, ma'am? Uh, Surge. Surge. Okay, and the card that you're looking at, does it say 90 Degree Benefits on it? Yes, ma-... Uh, yes, sir, on the front. Okay. But then you got different plans on the back. Okay. So, um, 90 Degree Benefits is the insurance carrier for that plan. Um, that plan is going to be a preventative care plan for things like physicals, vaccines, cancer screenings and things like that. Um, now, the number on the back of the card does reach to both 90 Degree Benefits and us, depending on the option you select. If you call that number back and- Oh. ... press option one, that'll get you to 90 Degree Benefits themselves, um, and that way you can, uh... if you, if you have any questions about what exactly that plan would cover, um, you can ask them those questions. And then if you have any questions or, or if you want to either drop that, like, make, like, make any changes to that, um, you can always give us a call back and we can just verify what you're eligible to do. Okay? Okay. It says on the back for this, like, medical and pharmacy. Yes. So it is for medical preventative care services such as pre-... uh, such as, um, physicals, vaccinations, cancer screenings and things like that. And then I- Oh. ... believe it does also include some pharmacy coverage through a program called FreeRx, uh, which you can s-... uh, which you can create your account for their portal at their website, freerx.com. All right. I'll call the, um, medical number and get some answers. All right then. Yeah. Again, so that... If you have any questions about specific coverages, just, uh, when you call that number make sure you press option one. Yes, sir. Thank you. You're welcome. Thanks for calling and have a good day. You too. All right. Bye now.

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: Hello. I, um... My name's Zariah Pickett and I have a... got a card through the mail. I guess it's from my temp agency job, and it said on the front to call this number for

verification, for the-

Speaker speaker_1: Okay.

Speaker speaker_2: ... benefits package.

Speaker speaker_1: Okay. So yeah, we are... We're a plan administrator for health insurance benefits for various staffing companies. Um, sounds like you were enrolled into a plan that, uh... uh, from that staffing company. Um, what, uh... What staffing company do you work with, ma'am?

Speaker speaker_2: Uh, Surge.

Speaker speaker_1: Surge. Okay, and the card that you're looking at, does it say 90 Degree Benefits on it?

Speaker speaker_2: Yes, ma-... Uh, yes, sir, on the front.

Speaker speaker_1: Okay.

Speaker speaker_2: But then you got different plans on the back.

Speaker speaker_1: Okay. So, um, 90 Degree Benefits is the insurance carrier for that plan. Um, that plan is going to be a preventative care plan for things like physicals, vaccines, cancer screenings and things like that. Um, now, the number on the back of the card does reach to both 90 Degree Benefits and us, depending on the option you select. If you call that number back and-

Speaker speaker_2: Oh.

Speaker speaker_1: ... press option one, that'll get you to 90 Degree Benefits themselves, um, and that way you can, uh... if you, if you have any questions about what exactly that plan would cover, um, you can ask them those questions. And then if you have any questions or, or if you want to either drop that, like, make, like, make any changes to that, um, you can always give us a call back and we can just verify what you're eligible to do. Okay?

Speaker speaker_2: Okay. It says on the back for this, like, medical and pharmacy.

Speaker speaker_1: Yes. So it is for medical preventative care services such as pre-... uh, such as, um, physicals, vaccinations, cancer screenings and things like that. And then I-

Speaker speaker_2: Oh.

Speaker speaker_1: ... believe it does also include some pharmacy coverage through a program called FreeRx, uh, which you can s-... uh, which you can create your account for their portal at their website, freerx.com.

Speaker speaker_2: All righty. I'll call the, um, medical number and get some answers.

Speaker speaker_1: All right then. Yeah. Again, so that... If you have any questions about specific coverages, just, uh, when you call that number make sure you press option one.

Speaker speaker_2: Yes, sir. Thank you.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker_2: You too.

Speaker speaker_1: All right. Bye now.