

## Transcript: Chris Sofield

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Card, this is Chris, how can I... Hey, hey, good afternoon. Uh, my name's Beau Baxter, I'm with, uh, Wagner Staffing, a staffing agency. And I just got a letter in the mail about 90 Degree Benefits. Uh, wondering about just how to apply for health insurance and I guess just information about the service you guys provide, I guess. Uh, hope your day's going good. It's goin' all right. Um, now, quick question. The, the letter that you received, um, you said it was from 90 Degree Benefits, was it going... Was it talking about COBRA benefits? Hold on, uh, one second, I'm about to open up the piece of paper. Uh, 90 Degree Benefits, uh, well this is, hold on. It says group name Wagner Service Solutions. Uh, on it it says, "Consolidated family explanation of benefits." Um, actually 'cause we, uh, little bit of a backstory, might not take too long. But, um, back in September I went to the hospital 'cause I had a cut that got infected, I had an infection on my leg, needed a little, um, uh, ultrasound scan. They did some stuff, you know, they gave me medication that I paid for, uh, when I went to the CVS. Long story short, I told to get a... I told the hospital I had you guys as a, uh, health service provider and benefits that I was getting through my work. And I guess this is just the letter I got in the mail with the \$70.00, \$77.00, uh, bill, I guess. Well not, it's not a bill, it says this is not a bill. But this is just basically like a, a confirmation of, of I guess what I used through you guys. But, uh, yeah, just, I mean in general I was hopefully calling just to get more information on, uh, you know, just what, uh, my opportunities are available to me, I guess. Uh, through this service. Okay. Um, so that sounds more like it's some form of explanation of benefits for a service performed under the, under the coverage that you already have. Um, because typically like if you're, if you're enrolled into something you use the coverage and then you get that kind of document from, from the, uh, from the actual carrier, in this case it would be 90 Degree Benefits. That's, that's more or less what that's going to be. Um, so I'm not sure what kind of, like, opportunity you're speaking of, just because it sounds like this is, this is more of just some sort of explanation of what was done under your insurance for that visit that you, that you had. Oh, okay. Yeah, that makes sense, that makes sense. Sorry, I, yeah. Yeah. No, no problem. If you have any- I did get a little card... Sorry. Go ahead. I got a little card in the mail, um, not that long ago with the whole Wagner Staffing and then it said 90 Degree Benefits. And, you know, it had like some numbers to call, like if I were to try to find, well, I don't know, random things like a, like find a pharmacist, uh, for any kind of medication whatsoever and stuff like that. But no, uh, um, well, I guess I'm already, yeah, using the service of 90 Degree Benefits, I mean it's health insurance, uh, but no, um, I don't know, I guess I, I'm not exactly even sure what I'm asking, I guess. So, uh, yeah. Probably something like this. Yeah, um, we- Sorry, go ahead. The best thing I could really say is that if you have any questions on what exactly that plan through 90 Degree Benefits covers, um, you, you'll

need to contact 90 Degree Benefits directly. Uh, 'cause this is just benefits and a card. We're just the enrollment admin for Wagner. Um, so as far as like what, what may have actually been covered on that visit, we're not gonna have that kind of information. Um, if you have your ID card with 90 Degree Benefits and all that, all those, uh, contact numbers and everything, uh, there should be one that says For Customer Service or B- uh, Benefit Verification or something like that. Um, if you contact that number and press option one, that will direct you straight to 90 Degree Benefits to be able to ask them any questions on what exactly your coverage, uh, what exactly your plan does or does not cover. Okay. Okay. Okay. 'Cause I called the customer, uh, support service that I saw in the, the most recent mail, uh, most recent letter I got. Um, it said 90 Degree Benefits on it. But all right, I can check out that number. I was gonna say, is that, did that number end in 4296? Yes. Okay. Yeah, that's the number that, that is the number that you need to call, but the only option that'll actually get you to 90 Degree Benefits is option one. Any other option takes you to the wrong place. Oh, I hit four 'cause, yeah, I thought it was, yeah, people are, already are using benefits and this and that. Okay. It was already enrolled. Okay, thank you. Thank you so much. You're welcome. Thanks for calling and have a good day. All right, you too, Chris. Thank you for your help. Bye. You're welcome. 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 Benefit Card, this is Chris, how can I...

Speaker speaker\_2: Hey, hey, good afternoon. Uh, my name's Beau Baxter, I'm with, uh, Wagner Staffing, a staffing agency. And I just got a letter in the mail about 90 Degree Benefits. Uh, wondering about just how to apply for health insurance and I guess just information about the service you guys provide, I guess. Uh, hope your day's going good.

Speaker speaker\_1: It's goin' all right. Um, now, quick question. The, the letter that you received, um, you said it was from 90 Degree Benefits, was it going... Was it talking about COBRA benefits?

Speaker speaker\_2: Hold on, uh, one second, I'm about to open up the piece of paper. Uh, 90 Degree Benefits, uh, well this is, hold on. It says group name Wagner Service Solutions. Uh, on it it says, "Consolidated family explanation of benefits." Um, actually 'cause we, uh, little bit of a backstory, might not take too long. But, um, back in September I went to the hospital 'cause I had a cut that got infected, I had an infection on my leg, needed a little, um, uh, ultrasound scan. They did some stuff, you know, they gave me medication that I paid for, uh, when I went to the CVS. Long story short, I told to get a... I told the hospital I had you guys as a, uh, health service provider and benefits that I was getting through my work. And I guess this is just the letter I got in the mail with the \$70.00, \$77.00, uh, bill, I guess. Well not, it's not a bill, it says this is not a bill. But this is just basically like a, a confirmation of, of I guess what I used through you guys. But, uh, yeah, just, I mean in general I was hopefully calling just to get more information on, uh, you know, just what, uh, my opportunities are available to me, I

guess. Uh, through this service.

Speaker speaker\_1: Okay. Um, so that sounds more like it's some form of explanation of benefits for a service performed under the, under the coverage that you already have. Um, because typically like if you're, if you're enrolled into something you use the coverage and then you get that kind of document from, from the, uh, from the actual carrier, in this case it would be 90 Degree Benefits. That's, that's more or less what that's going to be. Um, so I'm not sure what kind of, like, opportunity you're speaking of, just because it sounds like this is, this is more of just some sort of explanation of what was done under your insurance for that visit that you, that you had.

Speaker speaker\_2: Oh, okay. Yeah, that makes sense, that makes sense. Sorry, I, yeah.

Speaker speaker\_1: Yeah. No, no problem. If you have any-

Speaker speaker\_2: I did get a little card... Sorry.

Speaker speaker\_1: Go ahead.

Speaker speaker\_2: I got a little card in the mail, um, not that long ago with the whole Wagner Staffing and then it said 90 Degree Benefits. And, you know, it had like some numbers to call, like if I were to try to find, well, I don't know, random things like a, like find a pharmacist, uh, for any kind of medication whatsoever and stuff like that. But no, uh, um, well, I guess I'm already, yeah, using the service of 90 Degree Benefits, I mean it's health insurance, uh, but no, um, I don't know, I guess I, I'm not exactly even sure what I'm asking, I guess. So, uh, yeah. Probably something like this.

Speaker speaker\_1: Yeah, um, we-

Speaker speaker\_2: Sorry, go ahead.

Speaker speaker\_1: The best thing I could really say is that if you have any questions on what exactly that plan through 90 Degree Benefits covers, um, you, you'll need to contact 90 Degree Benefits directly. Uh, 'cause this is just benefits and a card. We're just the enrollment admin for Wagner. Um, so as far as like what, what may have actually been covered on that visit, we're not gonna have that kind of information. Um, if you have your ID card with 90 Degree Benefits and all that, all those, uh, contact numbers and everything, uh, there should be one that says For Customer Service or B- uh, Benefit Verification or something like that. Um, if you contact that number and press option one, that will direct you straight to 90 Degree Benefits to be able to ask them any questions on what exactly your coverage, uh, what exactly your plan does or does not cover.

Speaker speaker\_2: Okay. Okay. Okay. 'Cause I called the customer, uh, support service that I saw in the, the most recent mail, uh, most recent letter I got. Um, it said 90 Degree Benefits on it. But all right, I can check out that number.

Speaker speaker\_1: I was gonna say, is that, did that number end in 4296?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Yeah, that's the number that, that is the number that you need to call, but the only option that'll actually get you to 90 Degree Benefits is option one. Any other option takes you to the wrong place.

Speaker speaker\_2: Oh, I hit four 'cause, yeah, I thought it was, yeah, people are, already are using benefits and this and that. Okay. It was already enrolled. Okay, thank you. Thank you so much.

Speaker speaker\_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker\_2: All right, you too, Chris. Thank you for your help. Bye.

Speaker speaker\_1: You're welcome. Bye now.