

Transcript: Chris Sofield

(deactivated)-6603504587685888-5489283300900864

Full Transcript

Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Hi, Chris. Um, my name's Sabrina. Um, I have a, um, well, the slight issue is, um, I had signed up for my new insurance for 2025 through y'all, and, um, apparently I somehow signed up for a plan that doesn't cover anything preventative, which would be, like, the main thing that I would need. And I did talk to someone earlier, and they said it's too, too late to change it. So, um, it looks like I'm stuck with that for now. Um, but then there, there was an issue is that I have a mammogram scheduled for Wednesday, which would normally be a preventative thing, um, you know, that would be submitted and that would usually be covered that currently isn't covered. But anyway, so I had called them, uh, the place that's, that's doing the mammograms to, um, possibly cancel the appointment because it's pretty expensive if I pay out of pocket. And, um, they did tell me that, um... I live in Ohio, and that it, they did tell me that it's Ohio state law that that does have to be covered. Okay. What staffing company do you work with? It's Creative Circle. And the last four of your Social? 3164. Your first and last name? Sabrina Gilmore. Thank you. Thanks. Ms. Gilmore, could you verify your address and date of birth? Yes. It's 3940 Beach Street, Apartment 1, Cincinnati, Ohio 45227. And your date of birth? 4/8/71. And we have a good phone number on file for you at 617-835-5204. Is that correct? Yes. Okay. One moment. Thanks. Okay. All right. So, the thing is, is that we are just the enrollment admin for Creative Circle. We are not in charge of what they have stated, like, what plans they have set up for you to be able to enroll into, nor are we in charge of what those plans themselves cover. Um, so the only thing I really could do is give you the phone number to the actual insurance carrier and let... and you could, you could bring up your concern, uh, regarding that to them and see what they say regarding that. 'Cause like I said- Okay. ... we're just the enrollment admin. I'm not... I, I, I can't ... sorry. I can't say one way or the other any sort of information regarding that. Okay. I gotcha. So, who I'm, who I'm speaking with now, this is 90 Degree Benefits, right? No. No. No. No. This is Benefits in a Card. Benefits in a Card. Okay. Let's see. Okay. And then the insurance company is called what? American Public Life. Okay. Okay. Gotcha. Okay, yeah. I can, I can try to talk to them. Okay. Um, all right. Let me know when you're ready for their phone number. Okay. I'm ready. All right. Their phone number is 800- Uh-huh. ... 256- Uh-huh. ... 8606. Okay. So the... Uh, thank you. Um, so yeah, I'll give them a call. So, the issue of being able to, um, change my insurance, is that something that they might be able to help with? Th- that I can't tell you they're not going to be able to help with, just because any enrollment itself goes through us. But that's- Okay. ... more or less all we do. We're just the enrollment admin. And if it's not open enrollment and you're not eligible to make changes, then unfortunately, per policy, we can't really do anything regarding that. But as- Yeah. ... as far as anything regarding your actual coverage, that's going to be a question for American Public Life. Okay. All right. Sounds

good. I'll give them a call. Thank you. You're welcome. Thanks for calling, and have a good day. All right. You too. Bye-bye. Bye now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker_1: Hi, Chris. Um, my name's Sabrina. Um, I have a, um, well, the slight issue is, um, I had signed up for my new insurance for 2025 through y'all, and, um, apparently I somehow signed up for a plan that doesn't cover anything preventative, which would be, like, the main thing that I would need. And I did talk to someone earlier, and they said it's too, too late to change it. So, um, it looks like I'm stuck with that for now. Um, but then there, there was an issue is that I have a mammogram scheduled for Wednesday, which would normally be a preventative thing, um, you know, that would be submitted and that would usually be covered that currently isn't covered. But anyway, so I had called them, uh, the place that's, that's doing the mammograms to, um, possibly cancel the appointment because it's pretty expensive if I pay out of pocket. And, um, they did tell me that, um... I live in Ohio, and that it, they did tell me that it's Ohio state law that that does have to be covered.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: It's Creative Circle.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 3164.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Sabrina Gilmore.

Speaker speaker_0: Thank you.

Speaker speaker_1: Thanks.

Speaker speaker_0: Ms. Gilmore, could you verify your address and date of birth?

Speaker speaker_1: Yes. It's 3940 Beach Street, Apartment 1, Cincinnati, Ohio 45227.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 4/8/71.

Speaker speaker_0: And we have a good phone number on file for you at 617-835-5204. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. One moment.

Speaker speaker_1: Thanks.

Speaker speaker_0: Okay. All right. So, the thing is, is that we are just the enrollment admin for Creative Circle. We are not in charge of what they have stated, like, what plans they have set up for you to be able to enroll into, nor are we in charge of what those plans themselves cover. Um, so the only thing I really could do is give you the phone number to the actual insurance carrier and let... and you could, you could bring up your concern, uh, regarding that to them and see what they say regarding that. 'Cause like I said-

Speaker speaker_1: Okay.

Speaker speaker_0: ... we're just the enrollment admin. I'm not... I, I, I can't ... sorry. I can't say one way or the other any sort of information regarding that.

Speaker speaker_1: Okay. I gotcha. So, who I'm, who I'm speaking with now, this is 90 Degree Benefits, right?

Speaker speaker_0: No. No. No. No. This is Benefits in a Card.

Speaker speaker_1: Benefits in a Card. Okay. Let's see. Okay. And then the insurance company is called what?

Speaker speaker_0: American Public Life.

Speaker speaker_1: Okay. Okay. Gotcha. Okay, yeah. I can, I can try to talk to them.

Speaker speaker_0: Okay. Um, all right. Let me know when you're ready for their phone number.

Speaker speaker_1: Okay. I'm ready.

Speaker speaker_0: All right. Their phone number is 800-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... 256-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... 8606.

Speaker speaker_1: Okay. So the... Uh, thank you. Um, so yeah, I'll give them a call. So, the issue of being able to, um, change my insurance, is that something that they might be able to help with?

Speaker speaker_0: Th- that I can't tell you they're not going to be able to help with, just because any enrollment itself goes through us. But that's-

Speaker speaker_1: Okay.

Speaker speaker_0: ... more or less all we do. We're just the enrollment admin. And if it's not open enrollment and you're not eligible to make changes, then unfortunately, per policy, we can't really do anything regarding that. But as-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... as far as anything regarding your actual coverage, that's going to be a question for American Public Life.

Speaker speaker_1: Okay. All right. Sounds good. I'll give them a call. Thank you.

Speaker speaker_0: You're welcome. Thanks for calling, and have a good day.

Speaker speaker_1: All right. You too. Bye-bye.

Speaker speaker_0: Bye now.