

Transcript: Chris Sofield

(deactivated)-4580980686274560-4766724734271488

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? Good morning. Um, I'm trying to figure out why I'm- I'm waiting for a doctor's appointment and they're saying that I have no insurance, and- Okay. ... I pay for it every month. I'm trying to figure out what's going on. Okay. What staffing company do you work with? Partners Personnel. And the last four of your Social? 6883. All right. Your first and last name? Nicole Fallis. All right, Ms. Fallis. Could you verify your address and your date of birth for me? Uh-huh. 13441 Sunnyridge Street, Hesperia, California, 92344, and July 27th, '89. Thank you. Phone on file we have is 760-694-6667? Yes. Okay, one moment. Mm-hmm. Uh... So, it looks like your policy is currently active, um... Mm-hmm. And it looks like it's been active since September 30th, so it's been active for little over a month now. Um... Uh-huh. Only thing I could possibly think of is, um, did you verify that the provider you're going to is part of the MultiPlan network? Yes. Okay. And they're say- and they're saying that when they look you up, like, when they try to run your insurance, they show that you do not have any sort of coverage at all? Yeah, it's saying that, and then they called the 90° number and they're- they're telling them on the provider line that I don't have coverage. Okay. One moment. Do you mind holding on the line for me? Mm-hmm. I'm gonna see if I can reach out to 90° and figure out what's going on. Okay, thank you. You're welcome. What happened? Do you need help? Yes? Okay. Yeah. I need that. Where is that? Yeah. He was in a Christmas tree... I'm gonna get him for Christmas. Yeah. So, he has his little, like, Charlie Brown Christmas tree. Little... You know? And that's not intentional. It's all about it. And there's just a ton of ornaments. And there's just like these little pumpkin trees that I hate. And I'm gonna get the crash landing right on it. Yes. On purpose. I'm getting it. Hell yeah. I'm going to... No, I'm gonna get that 50% off coupon. Hell yeah. I'm gonna spectate Sunday. Yeah. Uh, my daughter gets in three. No? Three? And then he says Saturday, possibly we're working? Yeah. Uh-huh. Okay. Okay. Go ahead, Debbie. Huh. Uh, what about Saturday? Saturday? Mm-hmm. No, I'll go Saturday, I don't have anything going on. Okay. Saturday? I've got this to help me with. With the pin? He's like, "I am so upset after over a month of waiting and you sending me the wrong pins again." And about the batteries we talked about. I never talked about batteries with him today. He's like, "Just open the box of generators." Yeah. What batteries? Right. I never talked about batteries with him. I... Yeah, let me... He doesn't- Hi. Ms. Talis? Yes. Hey, thank you so much for holding, I appreciate your patience. Um, I- No problem. ... apologize for the long hold. It just took me a while to get someone on the phone over at 90 Degree. Um, so I was- Uh-huh. ... able to reach someone though who, they're showing that there shouldn't be any sort of issues with your coverage. As far as they can see, there's no, um, there's been no lapse. Right. And it's been effective since the effective date I stated of September 30th. Um. Right. But the

representative I'm speaking with, uh, the representative I'm speaking with says that, um, she for some reason doesn't see any sort of documentation or notation where they spoke with any providers regarding your benefits. But, um, if you have a good phone number for the provider's office you're at, uh, if you wanna give that to me- Uh-huh. ... I can pass that along over to the representative I've got on hold and they can, um, and they can give the office a call to verify everything. Yes. Um, her... I can give you the phone number right now. Okay. Yeah, let... Uh, go ahead with that. Yep. It is 760- Mm-hmm. ... 241- Mm-hmm. ... 6666. And- 740- ... the lady's name is... Go ahead, I'm sorry. Uh, I was just gonna read that back to you. 760-241-6666. Yeah. And her name is- All right. ... Christine. Christine. And it's, yeah, it's for Dr. Ziad Elhijawry. Z, uh, Dr. Ziad Elhijawry. Okay. All right. Yes. I will go ahead and if you just could hold on the line for just a little bit longer for me, and we'll swap back over to, uh, to Stephanie- Perfect. ... over at 90 Degree Benefits and give her that information. Okay, thank you. Thank you. I'll be right back. Mm-hmm. He sent it to support, but he never, never talked to me about it. All right. Ms. Talis? Yes. Hey, thanks for holding. I appreciate your patience. Mm-hmm. Okay. So, um- No problem. ... Stephanie over at 90 Degree Benefits is going to give Dr. Elhijawry's office a call and speak with Christine and go ahead and square everything away. And she's, and she stated that she'll go ahead and, uh, she'll give you a call once she's gotten confirmation that everything should be taken care of. Okay? Oh, perfect. You're amazing. Thank you. No problem. Was there anything else I could help you with? Um, nope, that's it. All right. Thanks again for calling and you have a wonderful day. Okay. No problem. Thank you, you too. All right. Bye now. 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 in a Card, this is Chris. How can I help you today?

Speaker speaker_2: Good morning. Um, I'm trying to figure out why I'm- I'm waiting for a doctor's appointment and they're saying that I have no insurance, and-

Speaker speaker_1: Okay.

Speaker speaker_2: ... I pay for it every month. I'm trying to figure out what's going on.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Partners Personnel.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6883.

Speaker speaker_1: All right. Your first and last name?

Speaker speaker_2: Nicole Fallis.

Speaker speaker_1: All right, Ms. Fallis. Could you verify your address and your date of birth for me?

Speaker speaker_2: Uh-huh. 13441 Sunnyridge Street, Hesperia, California, 92344, and July 27th, '89.

Speaker speaker_1: Thank you. Phone on file we have is 760-694-6667?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, one moment.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Uh... So, it looks like your policy is currently active, um...

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And it looks like it's been active since September 30th, so it's been active for little over a month now. Um...

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Only thing I could possibly think of is, um, did you verify that the provider you're going to is part of the MultiPlan network?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And they're say- and they're saying that when they look you up, like, when they try to run your insurance, they show that you do not have any sort of coverage at all?

Speaker speaker_2: Yeah, it's saying that, and then they called the 90° number and they're- they're telling them on the provider line that I don't have coverage.

Speaker speaker_1: Okay. One moment. Do you mind holding on the line for me?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: I'm gonna see if I can reach out to 90° and figure out what's going on.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_3: What happened? Do you need help? Yes? Okay. Yeah. I need that. Where is that? Yeah. He was in a Christmas tree... I'm gonna get him for Christmas. Yeah. So, he has his little, like, Charlie Brown Christmas tree. Little... You know? And that's not intentional. It's all about it. And there's just a ton of ornaments. And there's just like these little pumpkin trees that I hate. And I'm gonna get the crash landing right on it. Yes. On purpose. I'm getting it. Hell yeah. I'm going to... No, I'm gonna get that 50% off coupon. Hell yeah.

Speaker speaker_4: I'm gonna spectate Sunday. Yeah. Uh, my daughter gets in three. No? Three? And then he says Saturday, possibly we're working?

Speaker speaker_5: Yeah.

Speaker speaker_4: Uh-huh.

Speaker speaker_5: Okay. Okay.

Speaker speaker_6: Go ahead, Debbie.

Speaker speaker_4: Huh. Uh, what about Saturday? Saturday?

Speaker speaker_6: Mm-hmm.

Speaker speaker_4: No, I'll go Saturday, I don't have anything going on.

Speaker speaker_6: Okay.

Speaker speaker_4: Saturday? I've got this to help me with. With the pin? He's like, "I am so upset after over a month of waiting and you sending me the wrong pins again." And about the batteries we talked about. I never talked about batteries with him today. He's like, "Just open the box of generators." Yeah. What batteries? Right. I never talked about batteries with him. I... Yeah, let me... He doesn't-

Speaker speaker_1: Hi. Ms. Talis?

Speaker speaker_4: Yes.

Speaker speaker_1: Hey, thank you so much for holding, I appreciate your patience. Um, I-

Speaker speaker_4: No problem.

Speaker speaker_1: ... apologize for the long hold. It just took me a while to get someone on the phone over at 90 Degree. Um, so I was-

Speaker speaker_4: Uh-huh.

Speaker speaker_1: ... able to reach someone though who, they're showing that there shouldn't be any sort of issues with your coverage. As far as they can see, there's no, um, there's been no lapse.

Speaker speaker_4: Right.

Speaker speaker_1: And it's been effective since the effective date I stated of September 30th. Um.

Speaker speaker_4: Right.

Speaker speaker_1: But the representative I'm speaking with, uh, the representative I'm speaking with says that, um, she for some reason doesn't see any sort of documentation or notation where they spoke with any providers regarding your benefits. But, um, if you have a good phone number for the provider's office you're at, uh, if you wanna give that to me-

Speaker speaker_4: Uh-huh.

Speaker speaker_1: ... I can pass that along over to the representative I've got on hold and they can, um, and they can give the office a call to verify everything.

Speaker speaker_4: Yes. Um, her... I can give you the phone number right now.

Speaker speaker_1: Okay. Yeah, let... Uh, go ahead with that.

Speaker speaker_4: Yep. It is 760-

Speaker speaker_1: Mm-hmm.

Speaker speaker_4: ... 241-

Speaker speaker_1: Mm-hmm.

Speaker speaker_4: ... 6666. And-

Speaker speaker_1: 740-

Speaker speaker_4: ... the lady's name is... Go ahead, I'm sorry.

Speaker speaker_1: Uh, I was just gonna read that back to you. 760-241-6666.

Speaker speaker_4: Yeah. And her name is-

Speaker speaker_1: All right.

Speaker speaker_4: ... Christine.

Speaker speaker_1: Christine.

Speaker speaker_4: And it's, yeah, it's for Dr. Ziad Elhijawry.

Speaker speaker_1: Z, uh, Dr. Ziad Elhijawry. Okay. All right.

Speaker speaker_4: Yes.

Speaker speaker_1: I will go ahead and if you just could hold on the line for just a little bit longer for me, and we'll swap back over to, uh, to Stephanie-

Speaker speaker_4: Perfect.

Speaker speaker_1: ... over at 90 Degree Benefits and give her that information.

Speaker speaker_4: Okay, thank you.

Speaker speaker_1: Thank you. I'll be right back.

Speaker speaker_4: Mm-hmm. He sent it to support, but he never, never talked to me about it.

Speaker speaker_1: All right. Ms. Talis?

Speaker speaker_4: Yes.

Speaker speaker_1: Hey, thanks for holding. I appreciate your patience.

Speaker speaker_4: Mm-hmm.

Speaker speaker_1: Okay. So, um-

Speaker speaker_4: No problem.

Speaker speaker_1: ... Stephanie over at 90 Degree Benefits is going to give Dr. Elhijawry's office a call and speak with Christine and go ahead and square everything away. And she's, and she stated that she'll go ahead and, uh, she'll give you a call once she's gotten confirmation that everything should be taken care of. Okay?

Speaker speaker_4: Oh, perfect. You're amazing. Thank you.

Speaker speaker_1: No problem. Was there anything else I could help you with?

Speaker speaker_4: Um, nope, that's it.

Speaker speaker_1: All right. Thanks again for calling and you have a wonderful day.

Speaker speaker_4: Okay. No problem. Thank you, you too.

Speaker speaker_1: All right. Bye now.

Speaker speaker_4: Bye.