

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 on a Card, this is Chris. How can I help you today? Hi, Chris. Who do I speak to about claims? Um, I went through the claims and I just want to see if you guys have received them or not. Um- They're past claims. Yeah, unfortunately that wouldn't be anything that we have anything to do with. Uh, we're just the enrollment admin. Um... Okay. Was this for medical, dental or vision? Medical. Medical. Okay. And are, are you the, uh, are you the patient, sir? Yes. Okay. Um, let me, what I can do, I can pull your file up in our system, see who the insurance carrier for your medical plan is and then, uh, give you their phone number so you can call them. Um, what- Okay. ... staffing company are you with? Uh, Partners Personnel. Okay. The last four of your Social? 6978. All right. Your first and last name? Michael Parker. Thank you. Mr. Parker, please verify your address and date of birth. Uh, 1916 East Eighth Street, Tucson, Arizona 85719, 10159. Thank you. Phone on file of 469-642-6068? Yep. Okay. Let's see here. It looks like the carrier for your medical policy is a company called 90 Degree Benefits. Uh, let me know when you're ready. Yeah. I can give you their phone number. Okay, go ahead. Uh, their number is 800- Mm-hmm. ... 833- Yeah. ... 4296. And when you call- Yeah, that's what, that's what the number I just, yeah, what number prompt, what number do I hit? Uh, option one. Oh, option one, okay. Yes, sir. Anything else? Okay, thank you. That's it. All right, thanks again for calling and have a good day.

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: Hi, Chris. Who do I speak to about claims? Um, I went through the claims and I just want to see if you guys have received them or not.

Speaker speaker_1: Um-

Speaker speaker_2: They're past claims.

Speaker speaker_1: Yeah, unfortunately that wouldn't be anything that we have anything to do with. Uh, we're just the enrollment admin. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: Was this for medical, dental or vision?

Speaker speaker_2: Medical.

Speaker speaker_1: Medical. Okay. And are, are you the, uh, are you the patient, sir?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, let me, what I can do, I can pull your file up in our system, see who the insurance carrier for your medical plan is and then, uh, give you their phone number so you can call them. Um, what-

Speaker speaker_2: Okay.

Speaker speaker_1: ... staffing company are you with?

Speaker speaker_2: Uh, Partners Personnel.

Speaker speaker_1: Okay. The last four of your Social?

Speaker speaker_2: 6978.

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

Speaker speaker_2: Michael Parker.

Speaker speaker_1: Thank you. Mr. Parker, please verify your address and date of birth.

Speaker speaker_2: Uh, 1916 East Eighth Street, Tucson, Arizona 85719, 10159.

Speaker speaker_1: Thank you. Phone on file of 469-642-6068?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. Let's see here. It looks like the carrier for your medical policy is a company called 90 Degree Benefits. Uh, let me know when you're ready.

Speaker speaker_2: Yeah.

Speaker speaker_1: I can give you their phone number.

Speaker speaker_2: Okay, go ahead.

Speaker speaker_1: Uh, their number is 800-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 833-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... 4296. And when you call-

Speaker speaker_2: Yeah, that's what, that's what the number I just, yeah, what number prompt, what number do I hit?

Speaker speaker_1: Uh, option one.

Speaker speaker_2: Oh, option one, okay.

Speaker speaker_1: Yes, sir. Anything else?

Speaker speaker_2: Okay, thank you. That's it.

Speaker speaker_1: All right, thanks again for calling and have a good day.