

## **Transcript: Chris Sofield**

**(deactivated)-5529162641096704-5433729902231552**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 0000. This is Chris. How can I help you today? Oh, yeah, Chris, I was trying to... I got a bill from Labcorp, uh, for \$740 and I'm trying to see if, uh, my benefits in the card... It was supposed to have been a Healthy You. So I'm trying to see if, uh, the, I guess, the charges have been submitted. Okay. So we're just the enrollment admin, so anything claims-related, we wouldn't be able to assist with. Yes. Um, best I could do is I can, um, look to see what plan you're enrolled into and then give you the phone number to call them to see what's going on with any claims or billing or anything like that. Okay. Um, what, what staffing company do you work with? Uh, I'm with Hamilton Rickard. Thank you. And last four of your Social? Uh, 6002. First and last name? Uh, first name Ben, last name Mixon. Thank you. Mr. Mixon, could you verify your address and your date of birth for me? Uh, yes. Uh, yes, 2035 Lauren Road, Calamus, Mississippi 39045. And, uh, what else you said you needed 0000? Uh, your date of birth. Oh, yeah. October the 9th, 1964. Okay. Let's see here. Then phone on file we have is 662-315-6244. Is that correct? Uh, yes. Okay. Uh, let's see here. I'm showing... Looks like you have two different medical plans, one for preventative care services and one for things like sick or injury visits. Uh, was this- Mm-hmm. ... preventative or was this a treatment-type visit? No, this was preventative. This is a Healthy You. Okay. So, uh, let me know when you're ready. I'll give you the phone number to call to, uh, 90-Degree Benefits. Oh. They're the carrier- Okay. ... for your preventative care plan. Okay, I'm ready. All right. That number to call is going to be 800- Okay. ... 833- Okay. ... 4296. All right. And when you call that number, uh, just press option one to, uh, to be able to, uh, reach anyone to help you. Okay. Well, I sure appreciate it. No problem. Anything else? Uh, that'll be all. Thank you. You're welcome. Thanks for calling and have a good day. Uh, you too, ma'am. Mm-hmm. 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 0000. This is Chris. How can I help you today?

Speaker speaker\_2: Oh, yeah, Chris, I was trying to... I got a bill from Labcorp, uh, for \$740 and I'm trying to see if, uh, my benefits in the card... It was supposed to have been a Healthy You. So I'm trying to see if, uh, the, I guess, the charges have been submitted.

Speaker speaker\_1: Okay. So we're just the enrollment admin, so anything claims-related, we wouldn't be able to assist with.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Um, best I could do is I can, um, look to see what plan you're enrolled into and then give you the phone number to call them to see what's going on with any claims or billing or anything like that.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, what, what staffing company do you work with?

Speaker speaker\_2: Uh, I'm with Hamilton Rickard.

Speaker speaker\_1: Thank you. And last four of your Social?

Speaker speaker\_2: Uh, 6002.

Speaker speaker\_1: First and last name?

Speaker speaker\_2: Uh, first name Ben, last name Mixon.

Speaker speaker\_1: Thank you. Mr. Mixon, could you verify your address and your date of birth for me?

Speaker speaker\_2: Uh, yes. Uh, yes, 2035 Lauren Road, Calamus, Mississippi 39045. And, uh, what else you said you needed 0000?

Speaker speaker\_1: Uh, your date of birth.

Speaker speaker\_2: Oh, yeah. October the 9th, 1964.

Speaker speaker\_1: Okay. Let's see here. Then phone on file we have is 662-315-6244. Is that correct?

Speaker speaker\_2: Uh, yes.

Speaker speaker\_1: Okay. Uh, let's see here. I'm showing... Looks like you have two different medical plans, one for preventative care services and one for things like sick or injury visits. Uh, was this-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... preventative or was this a treatment-type visit?

Speaker speaker\_2: No, this was preventative. This is a Healthy You.

Speaker speaker\_1: Okay. So, uh, let me know when you're ready. I'll give you the phone number to call to, uh, 90-Degree Benefits.

Speaker speaker\_2: Oh.

Speaker speaker\_1: They're the carrier-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... for your preventative care plan.

Speaker speaker\_2: Okay, I'm ready.

Speaker speaker\_1: All right. That number to call is going to be 800-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... 833-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... 4296.

Speaker speaker\_2: All right.

Speaker speaker\_1: And when you call that number, uh, just press option one to, uh, to be able to, uh, reach anyone to help you.

Speaker speaker\_2: Okay. Well, I sure appreciate it.

Speaker speaker\_1: No problem. Anything else?

Speaker speaker\_2: Uh, that'll be all. Thank you.

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

Speaker speaker\_2: Uh, you too, ma'am. Mm-hmm.

Speaker speaker\_1: Bye now.