

Transcript: Chris Sofield (deactivated)-5540313514328064-5795654319685632

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? Yeah, how you doing, Chris? Um, I have, I have this, uh, issue that I had went to the dentist on 11/16, I believe. Mm-hmm. Uh, to get a, um, a tooth cleaned, and they, they can't really provide... I guess they couldn't call to, uh, verify the insurance. I was trying to see did y'all get the, the payment or do y'all have to contact them? Okay. So, that sounds like a claims question which is not something that we would be able to help with. We're only the enrollment admin for your job. Um, for claims related stuff for the dental, you'll need to get in contact with American Public Life. Uh, let me know when you're ready and I can give you their phone number. Hold on, hold on. Okay, I'm ready. All right. That number is going to be 800-256- Hold on, hold on. Hold on. Let me see. Hold on. Hold on. Wait for that. 800... Mm-hmm. ...2-5-6- Mm-hmm. Then 8-6-0-6. 8-6-0-6. So, 800-256-8606. Yes, sir. Okay, thank you very much. Yes. Yes, sir. Have a good day. All right. You too.

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: Yeah, how you doing, Chris? Um, I have, I have this, uh, issue that I had went to the dentist on 11/16, I believe.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Uh, to get a, um, a tooth cleaned, and they, they can't really provide... I guess they couldn't call to, uh, verify the insurance. I was trying to see did y'all get the, the payment or do y'all have to contact them?

Speaker speaker_1: Okay. So, that sounds like a claims question which is not something that we would be able to help with. We're only the enrollment admin for your job. Um, for claims related stuff for the dental, you'll need to get in contact with American Public Life. Uh, let me know when you're ready and I can give you their phone number.

Speaker speaker_2: Hold on, hold on. Okay, I'm ready.

Speaker speaker_1: All right. That number is going to be 800-256-

Speaker speaker_2: Hold on, hold on. Hold on. Let me see. Hold on. Hold on. Wait for that. 800...

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ...2-5-6-

Speaker speaker_1: Mm-hmm. Then 8-6-0-6.

Speaker speaker_2: 8-6-0-6. So, 800-256-8606.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay, thank you very much. Yes.

Speaker speaker_1: Yes, sir. Have a good day.

Speaker speaker_2: All right. You too.