

Transcript: Chris Sofield (deactivated)-5564330452402176-5742812063023104

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? Yes, my name is Johnetta Barnes and I am the spouse of a former employee. Um, my plan is not currently active, but I was wondering if I could speak to someone in the claims department. Okay. Um, so this is just the enrollment admin for the, um- Oh, okay. ... for the staffing company, where we would not have anything to do with claims. Uh, do you remember if the ID card for the plan had 90 Degree Benefits or American Public Life on it? N- 90 Degree Benefits. Okay. Um, I can give you the, uh, the phone number that you'll need to call a- and to be able to speak with who you need to speak with. Let me know when you're ready. Okay, I'm ready. Uh, that number's gonna be 800-833- Okay. 833. ... 4296. 4296. And, um, and when you call that number make sure you press option one. That's the only option that will get you where you need to go. Option one. All right, thank you so much. You're welcome. Thanks for calling and have a good day. Okay, bye-bye. 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 in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Yes, my name is Johnetta Barnes and I am the spouse of a former employee. Um, my plan is not currently active, but I was wondering if I could speak to someone in the claims department.

Speaker speaker_1: Okay. Um, so this is just the enrollment admin for the, um-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... for the staffing company, where we would not have anything to do with claims. Uh, do you remember if the ID card for the plan had 90 Degree Benefits or American Public Life on it?

Speaker speaker_2: N- 90 Degree Benefits.

Speaker speaker_1: Okay. Um, I can give you the, uh, the phone number that you'll need to call a- and to be able to speak with who you need to speak with. Let me know when you're ready.

Speaker speaker_2: Okay, I'm ready.

Speaker speaker_1: Uh, that number's gonna be 800-833-

Speaker speaker_2: Okay. 833.

Speaker speaker_1: ... 4296.

Speaker speaker_2: 4296.

Speaker speaker_1: And, um, and when you call that number make sure you press option one. That's the only option that will get you where you need to go.

Speaker speaker_2: Option one. All right, thank you so much.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker_2: Okay, bye-bye.

Speaker speaker_1: Bye now.