

Transcript: Chris Sofield

(deactivated)-5606357582430208-5109488318103552

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. My name is Melissa and the first initial to my last name is L as in Lima. And I'm trying to... Uh, there's only two phone numbers on the member's card, and none of them pertain to provider services. So- Okay. ... I'm calling to see if you can, um, either give me a phone number or transfer me to provider services for- Okay. ... pre-certification or authorization. Okay. Um, the ID card that you're looking at, um, does it have the logo for 90 Degree Benefits or American Public Life on it? 90 Degree. Okay. And the phone number on there, uh, the phone number on there ending in 4296, now it's, it is a little bit, uh, unfortunately, but it's 'cause 90 Degree Benefits creates those cards, um, it is a little bit misleading but the, uh, the 4296 number on the card is the number to 90 Degree Benefits directly. Um, the only option that I know of that actually reaches to 90 Degree Benefits is option one. I know it says customer service but oth- but other options route you to other companies entirely. Okay. So just- Yeah. So... ... dial that number and do option one? Op- option one, yes, ma'am. All right. Thank you. I appreciate it. You're welcome. Thanks 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. My name is Melissa and the first initial to my last name is L as in Lima. And I'm trying to... Uh, there's only two phone numbers on the member's card, and none of them pertain to provider services. So-

Speaker speaker_1: Okay.

Speaker speaker_2: ... I'm calling to see if you can, um, either give me a phone number or transfer me to provider services for-

Speaker speaker_1: Okay.

Speaker speaker_2: ... pre-certification or authorization.

Speaker speaker_1: Okay. Um, the ID card that you're looking at, um, does it have the logo for 90 Degree Benefits or American Public Life on it?

Speaker speaker_2: 90 Degree.

Speaker speaker_1: Okay. And the phone number on there, uh, the phone number on there ending in 4296, now it's, it is a little bit, uh, unfortunately, but it's 'cause 90 Degree Benefits creates those cards, um, it is a little bit misleading but the, uh, the 4296 number on the card is the number to 90 Degree Benefits directly. Um, the only option that I know of that actually reaches to 90 Degree Benefits is option one. I know it says customer service but oth- but other options route you to other companies entirely.

Speaker speaker_2: Okay. So just-

Speaker speaker_1: Yeah. So...

Speaker speaker_2: ... dial that number and do option one?

Speaker speaker_1: Op- option one, yes, ma'am.

Speaker speaker_2: All right. Thank you. I appreciate it.

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