

## Transcript: Chris Sofield

(deactivated)-5796034648260608-4764470342631424

### 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? Hi, Chris. My name is Emma Catchpole, and I need some answers, or I have some questions, shall we say. Um, we have your Benefits in a Card, the 90 degrees and all of that. But my husband had to have cataract surgery, and he... we, we found out that he has... he'll have to pay, I guess, out of pocket. He has to pay because we're not covered for anything. Can you verify that or just check to see if there's any kind of a discount we can get? I... The only thing I'd be able to do is see what your poli- like, what policy- Yeah. ... you're enrolled into and then, um- Yep. ... anything related to that coverage- And then go from there. ... would be related to the insurance company itself, because all we are is just- Okay. ... an admin. Um, what- Okay. ... uh, what staffing company, uh, does he work with? Do you work with? He works for Oxford Global. And last four of the Social? Oh, my God, I think I'm... 0798. Okay. My memory still works. Yay! Thank you. 0798. All right, let's see here. And his name? 079- Sergey Gobercoff. Does not look like we have a file, so- Oh, hang on, hang on. Okay, maybe I got it wrong. Maybe I do. Can I give you... I can give you my, like the... What is the... I've got the card here. Benefits in a Card, payer ID six... Pay- payer ID 64556. 66- That's gonna be- Yeah, 6- ... That's the, uh... Sorry. So that, that payer ID... That is the, um, the ID for the doctor to bill the insurance company, so- Oh. Oh, okay. Okay. So you don't need that. Any- Okay, hang on. What's the... I can't... Maybe I got it wrong. Any- Hang on. I was gonna say, any ID numbers or anything like that is not gonna work for us- Oh, no, no. ... because that's all, it's all going to be through the carrier. Okay, so my husband's at work. I've got his number written downstairs because I can't give you mine. Is he a Canadian? So I have a... What do they call it? An IT... No, I'm not gonna... Yeah, an ITIN or something like that number. Anyway, I've got his here. Hang on a second. Maybe I got it wrong. I hope maybe it was six... No, 698. Anyway, let's just go. Let's just look here. One second. Oh, 698. I said seven. So close. It's 0698. 0698. Got it. All right, Ms. Catchpole. And can you verify y'all's address and Sergey's age? 13... Sure. 13 Golden Oak Court, Valley Park, Missouri. His birthday is December 21st, 1949. Mine is May 14th, 1965. All right, thank you. Uh, we've got- No problem. ... two phone numbers on file 604-445-4901 and 4902. Mm-hmm. Yeah. Okay. That's... Uh, he's one on two. Got it. All right. Um, okay. So, I do show your... You have both the preventative care per- uh, policy through 90 Degree Benefits called the State Healthy Plan. Yeah. Mm-hmm. And then you also have the Insure Plus Plan, um, which is handled by American Public Life. Now, that plan should cover cer- uh, some surgeries. However, uh, as far as what exactly it would cover, I... that would be a question for them. Um, let me know when you're ready. I can give you their phone number. Ah. They, they may be around Yeah, go for it. All right, their ph- And do I need to give them, like, I can just tell them, them that I have Insurance Plus with Benefits in a Card. Uh, so you, um... They would

know- They will have told them- They would just know it as a hospital indemnity plan. Um, but I believe- Oh, okay. ... they'd be able to... They'd be able to find, uh, uh, Sergey's information and his policy with the same, uh, with the same information that, uh- Okay. Good. ... that you gave me. I gave you? Okay. Uh, and okay, so the phone number again. Sorry. That is going to be 800- Mm-hmm. ... 256-8606. Mm-hmm. Okay. Okay, I got it. Well, thank you so much, Chris. Chris, right? No problem. Yes, ma'am. I got it right. Okay. Thank you so much, sweetie. Take care. Bye. You as well. Bye now. All right.

## 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: Hi, Chris. My name is Emma Catchpole, and I need some answers, or I have some questions, shall we say. Um, we have your Benefits in a Card, the 90 degrees and all of that. But my husband had to have cataract surgery, and he... we, we found out that he has... he'll have to pay, I guess, out of pocket. He has to pay because we're not covered for anything. Can you verify that or just check to see if there's any kind of a discount we can get?

Speaker speaker\_1: I... The only thing I'd be able to do is see what your poli- like, what policy-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... you're enrolled into and then, um-

Speaker speaker\_2: Yep.

Speaker speaker\_1: ... anything related to that coverage-

Speaker speaker\_2: And then go from there.

Speaker speaker\_1: ... would be related to the insurance company itself, because all we are is just-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... an admin. Um, what-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... uh, what staffing company, uh, does he work with? Do you work with?

Speaker speaker\_2: He works for Oxford Global.

Speaker speaker\_1: And last four of the Social?

Speaker speaker\_2: Oh, my God, I think I'm... 0798. Okay. My memory still works. Yay! Thank you.

Speaker speaker\_1: 0798. All right, let's see here. And his name?

Speaker speaker\_2: 079- Sergey Gobercoff.

Speaker speaker\_1: Does not look like we have a file, so-

Speaker speaker\_2: Oh, hang on, hang on. Okay, maybe I got it wrong. Maybe I do. Can I give you... I can give you my, like the... What is the... I've got the card here. Benefits in a Card, payer ID six... Pay- payer ID 64556. 66-

Speaker speaker\_1: That's gonna be-

Speaker speaker\_2: Yeah, 6-

Speaker speaker\_1: ... That's the, uh... Sorry. So that, that payer ID... That is the, um, the ID for the doctor to bill the insurance company, so-

Speaker speaker\_2: Oh. Oh, okay. Okay. So you don't need that.

Speaker speaker\_1: Any-

Speaker speaker\_2: Okay, hang on. What's the... I can't... Maybe I got it wrong.

Speaker speaker\_1: Any-

Speaker speaker\_2: Hang on.

Speaker speaker\_1: I was gonna say, any ID numbers or anything like that is not gonna work for us-

Speaker speaker\_2: Oh, no, no.

Speaker speaker\_1: ... because that's all, it's all going to be through the carrier.

Speaker speaker\_2: Okay, so my husband's at work. I've got his number written downstairs because I can't give you mine. Is he a Canadian? So I have a... What do they call it? An IT... No, I'm not gonna... Yeah, an ITIN or something like that number. Anyway, I've got his here. Hang on a second. Maybe I got it wrong. I hope maybe it was six... No, 698. Anyway, let's just go. Let's just look here. One second. Oh, 698. I said seven. So close. It's 0698.

Speaker speaker\_1: 0698. Got it. All right, Ms. Catchpole. And can you verify y'all's address and Sergey's age?

Speaker speaker\_2: 13... Sure. 13 Golden Oak Court, Valley Park, Missouri. His birthday is December 21st, 1949. Mine is May 14th, 1965.

Speaker speaker\_1: All right, thank you. Uh, we've got-

Speaker speaker\_2: No problem.

Speaker speaker\_1: ... two phone numbers on file 604-445-4901 and 4902.

Speaker speaker\_2: Mm-hmm. Yeah.

Speaker speaker\_1: Okay.

Speaker speaker\_2: That's... Uh, he's one on two.

Speaker speaker\_1: Got it. All right. Um, okay. So, I do show your... You have both the preventative care per- uh, policy through 90 Degree Benefits called the State Healthy Plan.

Speaker speaker\_2: Yeah. Mm-hmm.

Speaker speaker\_1: And then you also have the Insure Plus Plan, um, which is handled by American Public Life. Now, that plan should cover cer- uh, some surgeries. However, uh, as far as what exactly it would cover, I... that would be a question for them. Um, let me know when you're ready. I can give you their phone number.

Speaker speaker\_2: Ah.

Speaker speaker\_1: They, they may be around

Speaker speaker\_3: Yeah, go for it.

Speaker speaker\_1: All right, their ph-

Speaker speaker\_2: And do I need to give them, like, I can just tell them, them that I have Insurance Plus with Benefits in a Card.

Speaker speaker\_1: Uh, so you, um... They would know-

Speaker speaker\_2: They will have told them-

Speaker speaker\_1: They would just know it as a hospital indemnity plan. Um, but I believe-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: ... they'd be able to... They'd be able to find, uh, uh, Sergey's information and his policy with the same, uh, with the same information that, uh-

Speaker speaker\_2: Okay. Good.

Speaker speaker\_1: ... that you gave me.

Speaker speaker\_2: I gave you? Okay. Uh, and okay, so the phone number again. Sorry.

Speaker speaker\_1: That is going to be 800-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... 256-8606.

Speaker speaker\_2: Mm-hmm. Okay. Okay, I got it. Well, thank you so much, Chris. Chris, right?

Speaker speaker\_1: No problem. Yes, ma'am.

Speaker speaker\_2: I got it right. Okay. Thank you so much, sweetie. Take care. Bye.

Speaker speaker\_1: You as well. Bye now.

Speaker speaker\_2: All right.