

## Transcript: Chris Sofield

(deactivated)-5818712970444800-4640421118951424

### 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? Hello, thank you for calling Benefits in a Card, this is Chris. How can I help you today? I'm so sorry, I had it on mute. Uh, nice to meet you, Chris. My name's Craig. Uh, so pretty much, I'm supposed- I'm not gonna butcher your name, but I'm supposed to go to a gastroenterologist today to see if I have an ulcer or anything. And, um, I'm supposed to fill out like, this cancer risk form, right? You bet. And it... The first question it asks me is, uh, who my healthcare provider is, and it gives me like a bunch of names. And it says if I don't see the name on here, I'm supposed to contact like my health provider or something. And I was just calling to see if maybe you had any idea on it. Okay. Um, that could... That could just be asking like who, who the insurance carrier is, um, which... Let me, let me pull your file up and see what plan you have and then I can tell you which carrier it's going to be. Uh, what, what staffing company do you work with? Okay, I really appreciate that and I also apologize, I'm probably gonna be going on mute for a couple seconds here because I woke up late and I gotta be there by 10:00. No, you're fine, sir. Um, but yeah, what staffing company do you work with? So I work with, uh... Why the fuck am I forgetting this? Um, I think it's Solutions? No, Surge, Surge, Surge. Surge. Got it. Mm-hmm. Okay. And then last four of your Social? 7694. Oh, well I'll just ... Yeah, do. Got it. All right, let's see here. And I'm sorry, what was, uh... What was your first and last name one more time? Oh, you're good. My first name is Craig, my last name is Gilmore. All right, Mr. Gilmore, could you verify your address and your date of birth for me please? 211 Wilson Street, and my birthday is October 25th, 1976. All right, and the, the rest of the address? The city, state and zip as well? Mm-hmm. That's, uh, 43055, and the city is Newark, the state is Ohio. All right, thank you. Uh, phone on file, 740-281-6484? Mm-hmm. All right, let's see here. Looking at your file, looks like your medical policy is handled by a company called 90 Degree Benefits. Oh, yeah. That's why I was confused 'cause like when I click on Provider Name, it looks like actual, like names of people. Like, it's Alissa, uh, Jerous, M.D., David Krugler, M.D... Uh- Uh, okay. So that, that sounds like it's asking who your primary care provider is. Uh, so like- Oh, yeah, even then- ... who your... Yeah, your, your family doctor I guess. Yeah, her name is, uh, Mrs. Carls Lisa or something but I didn't see the name on here. So then like when I was like, "If you don't see the name, call your healthcare provider," I'm like, "I don't know what the fuck they're gonna tell me, but all right, I'll go home." Yeah, I, I think what it... I think what it meant by that is to call the, the PCP not, not, not us. Ah. See, that makes way more sense. I was just going... Like following orders as strictly as possible. N- no... So I- I understand that. Yeah, it's a little bit of confusing wording on that, on that form. But yeah, no. I think it's... I- what it... It sounds like what it's telling you is to call your doctor for, for assistance with that then. That's fine. And then, um, I just wanted to make sure, are all my, uh, benefits and everything else like

on the up and up while I'm here? Uh... Yeah, I'm showing no issues with your coverage, no lapses. Uh, yeah. Looks like, looks like everything's, uh, just been trucking along no problem. Excellent. All right, brother, well I definitely appreciate your time and patience. Thank you very much and you have yourself a wonderful day. Same to you, sir. Thanks again for calling, Mr. Gilmore. You, you have a good day yourself. Yes, sir.

## 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? Hello, thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker\_2: I'm so sorry, I had it on mute. Uh, nice to meet you, Chris. My name's Craig. Uh, so pretty much, I'm suppos- I'm not gonna butcher your name, but I'm supposed to go to a gastroenterologist today to see if I have an ulcer or anything. And, um, I'm supposed to fill out like, this cancer risk form, right?

Speaker speaker\_1: You bet.

Speaker speaker\_2: And it... The first question it asks me is, uh, who my healthcare provider is, and it gives me like a bunch of names. And it says if I don't see the name on here, I'm supposed to contact like my health provider or something. And I was just calling to see if maybe you had any idea on it.

Speaker speaker\_1: Okay. Um, that could... That could just be asking like who, who the insurance carrier is, um, which... Let me, let me pull your file up and see what plan you have and then I can tell you which carrier it's going to be. Uh, what, what staffing company do you work with?

Speaker speaker\_2: Okay, I really appreciate that and I also apologize, I'm probably gonna be going on mute for a couple seconds here because I woke up late and I gotta be there by 10:00.

Speaker speaker\_1: No, you're fine, sir. Um, but yeah, what staffing company do you work with?

Speaker speaker\_2: So I work with, uh... Why the fuck am I forgetting this? Um, I think it's Solutions? No, Surge, Surge, Surge.

Speaker speaker\_1: Surge. Got it.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Okay. And then last four of your Social?

Speaker speaker\_2: 7694. Oh, well I'll just ... Yeah, do.

Speaker speaker\_1: Got it. All right, let's see here. And I'm sorry, what was, uh... What was your first and last name one more time?

Speaker speaker\_2: Oh, you're good. My first name is Craig, my last name is Gilmore.

Speaker speaker\_1: All right, Mr. Gilmore, could you verify your address and your date of birth for me please?

Speaker speaker\_2: 211 Wilson Street, and my birthday is October 25th, 1976.

Speaker speaker\_1: All right, and the, the rest of the address? The city, state and zip as well?

Speaker speaker\_2: Mm-hmm. That's, uh, 43055, and the city is Newark, the state is Ohio.

Speaker speaker\_1: All right, thank you. Uh, phone on file, 740-281-6484?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: All right, let's see here. Looking at your file, looks like your medical policy is handled by a company called 90 Degree Benefits.

Speaker speaker\_2: Oh, yeah. That's why I was confused 'cause like when I click on Provider Name, it looks like actual, like names of people. Like, it's Alissa, uh, Jerous, M.D., David Krugler, M.D... Uh-

Speaker speaker\_1: Uh, okay. So that, that sounds like it's asking who your primary care provider is. Uh, so like-

Speaker speaker\_2: Oh, yeah, even then-

Speaker speaker\_1: ... who your... Yeah, your, your family doctor I guess.

Speaker speaker\_2: Yeah, her name is, uh, Mrs. Carls Lisa or something but I didn't see the name on here. So then like when I was like, "If you don't see the name, call your healthcare provider," I'm like, "I don't know what the fuck they're gonna tell me, but all right, I'll go home."

Speaker speaker\_1: Yeah, I, I think what it... I think what it meant by that is to call the, the PCP not, not, not us.

Speaker speaker\_2: Ah. See, that makes way more sense. I was just going... Like following orders as strictly as possible.

Speaker speaker\_1: N- no...

Speaker speaker\_2: So I-

Speaker speaker\_1: I understand that. Yeah, it's a little bit of confusing wording on that, on that form. But yeah, no. I think it's... I- what it... It sounds like what it's telling you is to call your doctor for, for assistance with that then.

Speaker speaker\_2: That's fine. And then, um, I just wanted to make sure, are all my, uh, benefits and everything else like on the up and up while I'm here?

Speaker speaker\_1: Uh... Yeah, I'm showing no issues with your coverage, no lapses. Uh, yeah. Looks like, looks like everything's, uh, just been trucking along no problem.

Speaker speaker\_2: Excellent. All right, brother, well I definitely appreciate your time and patience. Thank you very much and you have yourself a wonderful day.

Speaker speaker\_1: Same to you, sir. Thanks again for calling, Mr. Gilmore. You, you have a good day yourself.

Speaker speaker\_2: Yes, sir.