

## **Transcript: Chris Sofield**

**(deactivated)-5831311812509696-6185228358434816**

### **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? Hey, Chris. Good morning. This is Catherine Patterson. I'm calling because I'm... I don't know how to submit a, uh, claim for my medical insurance. This, this is the first time I've used it, so... Okay. Typically, from my understanding, claims are submitted to your insurance company through your doctor. But if you need to submit a claim directly, um, that would need to be... So, we're just the enrollment admin for your employer. We're not the actual insurance company itself, so unfortunately, I really wouldn't be able to help with claims. But, uh, best I can do is pull up your file in our system, see which plan you have and get you... and, uh, get you the phone number to call for who would be able to help you. Um- That would be super helpful. Yeah. I'm just on the, um, the, the one that, um, covers basic like, uh, uh, free, like, regular checkup stuff. Does your ID card... The ID card that you use, does it have the logo for 90 Degree Benefits on it or does it have the logo for American Public Life on it? Oh, gee. Uh. I- yeah. So I haven't gotten the, um, the card yet, like the physical card, but they sent me a digital copy. So it, it says... It has my member stuff, Creative Circle, then it says medical. It says multi-plan. Right. That's, that's just the network that... But it... Uh, all the medical policies use the same network. What I'm looking for specifically is do you see- Oh, okay. ... something that says 90 Degree Benefits- Okay. ... or APL? Yeah. So I scrolled to the right on this digital, um, copy they sent me. Um, it shows 90 Degree Benefits, um, and it has an email- Got it. ... and a 1-800 number. Yeah. So, um, there sh- the 1-800 number on that card image ending in 4296, um, that's the number to- Okay. ... that's the number to call. When you call that number, press option one. That'll get you to where you need to go. Okay. All right. Thank you. You're welcome. Thanks for calling and have a good day. You too. Bye-bye.

### **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: Hey, Chris. Good morning. This is Catherine Patterson. I'm calling because I'm... I don't know how to submit a, uh, claim for my medical insurance. This, this is the first time I've used it, so...

Speaker speaker\_1: Okay. Typically, from my understanding, claims are submitted to your insurance company through your doctor. But if you need to submit a claim directly, um, that would need to be... So, we're just the enrollment admin for your employer. We're not the actual insurance company itself, so unfortunately, I really wouldn't be able to help with claims. But, uh, best I can do is pull up your file in our system, see which plan you have and get you... and, uh, get you the phone number to call for who would be able to help you. Um-

Speaker speaker\_2: That would be super helpful. Yeah. I'm just on the, um, the, the one that, um, covers basic like, uh, uh, free, like, regular checkup stuff.

Speaker speaker\_1: Does your ID card... The ID card that you use, does it have the logo for 90 Degree Benefits on it or does it have the logo for American Public Life on it?

Speaker speaker\_2: Oh, gee. Uh. I- yeah. So I haven't gotten the, um, the card yet, like the physical card, but they sent me a digital copy. So it, it says... It has my member stuff, Creative Circle, then it says medical. It says multi-plan.

Speaker speaker\_1: Right. That's, that's just the network that... But it... Uh, all the medical policies use the same network. What I'm looking for specifically is do you see-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: ... something that says 90 Degree Benefits-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... or APL?

Speaker speaker\_2: Yeah. So I scrolled to the right on this digital, um, copy they sent me. Um, it shows 90 Degree Benefits, um, and it has an email-

Speaker speaker\_1: Got it.

Speaker speaker\_2: ... and a 1-800 number.

Speaker speaker\_1: Yeah. So, um, there sh- the 1-800 number on that card image ending in 4296, um, that's the number to-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... that's the number to call. When you call that number, press option one. That'll get you to where you need to go.

Speaker speaker\_2: Okay. All right. Thank you.

Speaker speaker\_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker\_2: You too. Bye-bye.