

## Transcript: Chris Sofield

(deactivated)-6139073200963584-6615710887624704

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Can I speak with Kelvin Smith? Yes, this is him. Hi, Mr. Smith. My name is Chris. I'm with Benefits in a Card. I'm returning a voicemail that you left with us over the weekend. Yes. Um, well, I guess, uh, they sent me a card through my employer and I was trying to see 'cause I, I have a provider and I was trying to see if it will cover my... Uh, going to see this provider that I'm already seeing, I, I don't know if he's linked with y'all or anything like that and- Right. So, um, unfortunately... Before I continue, this call is being recorded for quality assurance and training purposes. Um, so unfortunately, as far as, like, when it comes to figuring out if a provider is in network or not, that's not something that we at Benefits in a Card can help with. We're just an enrollment administrator. We're not going to have access to that information. On that ID card, however, there should be a phone number or a website for, uh, how to locate, like, participating providers. If you- Okay. ... uh, just utilize those resources, that should let you know if your provider is part of the network or not. Okay. That, that's what I was trying to figure out. I just seen the number and I just, you know what I'm saying, called y'all and thought that was it. So, you know what I'm saying? I was just trying to figure that out and, uh, you know, how to go about my medication and everything like that once I, you know- No, I, I understand. ... uh, figure it out. Mm-hmm. Yeah, no, I, I get it. But, yeah, no, there... Uh, to find, to figure out if a provider's gonna be cover, like, if they're in network or not, just utilize the resources that say on how to locate a participating provider. Okay. And then, um, if you have any questions on, um, if you have any questions on what your coverage itself actually covers, uh... Quick question. The ID card that you received, does it say 90 Degree Benefits or American Public Life on it? Hold on one minute. I'll pull it out right now. Oh. It says... The card is right here. Um, which one did you say? Does it say on it? Uh, does it say either 90 Degree Benefits or American Public Life? Like the logo. There's like a couple... Uh, there's like a couple things on there. It says, "Member Integrity Services," then a pharmacy. It says, "Elixir something Free x... rx.com." And then on the medical it says, "Multi-plan, um, medical coverage- Right. ... late payment notices." Right, but I- I don't know. So, what I'm, what I'm trying to figure out is, who this, which carrier this ID card came from. Their logo should be on the ID card. We're looking at a logo that specifically says either 90 Degree Benefits or APL. It should be on like the front- Oh, okay. Yeah. ... on the front side of the card. No... Well, well, it, it's got two sides to it. Uh, on the back it says 90 Degree- Oh, okay. ... S- All right, so then... So, yeah, if... Uh, there, there should be a phone number on that card ending in 4296. When you call that number- Mm-hmm. ... press option one and you'll reach 90 Degrees, uh, customer service for help with figuring out- Okay. ... what exactly that plan will cover. All right. All right. Yeah. It was- Awesome. ... on the backside. Okay. All right then. We- I thought front side. The other side is the front. No, I understand. All right. So was there anything else that we might be able

to help with then? Uh, that'll be all. All right. Thanks for taking the time to speak with me. You have a good day. You too. All right, bye now.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good afternoon. Can I speak with Kelvin Smith?

Speaker speaker\_2: Yes, this is him.

Speaker speaker\_0: Hi, Mr. Smith. My name is Chris. I'm with Benefits in a Card. I'm returning a voicemail that you left with us over the weekend.

Speaker speaker\_2: Yes. Um, well, I guess, uh, they sent me a card through my employer and I was trying to see 'cause I, I have a provider and I was trying to see if it will cover my... Uh, going to see this provider that I'm already seeing, I, I don't know if he's linked with y'all or anything like that and-

Speaker speaker\_0: Right. So, um, unfortunately... Before I continue, this call is being recorded for quality assurance and training purposes. Um, so unfortunately, as far as, like, when it comes to figuring out if a provider is in network or not, that's not something that we at Benefits in a Card can help with. We're just an enrollment administrator. We're not going to have access to that information. On that ID card, however, there should be a phone number or a website for, uh, how to locate, like, participating providers. If you-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... uh, just utilize those resources, that should let you know if your provider is part of the network or not.

Speaker speaker\_2: Okay. That, that's what I was trying to figure out. I just seen the number and I just, you know what I'm saying, called y'all and thought that was it. So, you know what I'm saying? I was just trying to figure that out and, uh, you know, how to go about my medication and everything like that once I, you know-

Speaker speaker\_0: No, I, I understand.

Speaker speaker\_2: ... uh, figure it out.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Yeah, no, I, I get it. But, yeah, no, there... Uh, to find, to figure out if a provider's gonna be cover, like, if they're in network or not, just utilize the resources that say on how to locate a participating provider.

Speaker speaker\_2: Okay.

Speaker speaker\_0: And then, um, if you have any questions on, um, if you have any questions on what your coverage itself actually covers, uh... Quick question. The ID card that

you received, does it say 90 Degree Benefits or American Public Life on it?

Speaker speaker\_2: Hold on one minute. I'll pull it out right now. Oh. It says... The card is right here. Um, which one did you say? Does it say on it?

Speaker speaker\_0: Uh, does it say either 90 Degree Benefits or American Public Life? Like the logo.

Speaker speaker\_2: There's like a couple... Uh, there's like a couple things on there. It says, "Member Integrity Services," then a pharmacy. It says, "Elixir something Free x... rx.com." And then on the medical it says, "Multi-plan, um, medical coverage-

Speaker speaker\_0: Right.

Speaker speaker\_2: ... late payment notices."

Speaker speaker\_0: Right, but I-

Speaker speaker\_2: I don't know.

Speaker speaker\_0: So, what I'm, what I'm trying to figure out is, who this, which carrier this ID card came from. Their logo should be on the ID card. We're looking at a logo that specifically says either 90 Degree Benefits or APL. It should be on like the front-

Speaker speaker\_2: Oh, okay. Yeah.

Speaker speaker\_0: ... on the front side of the card.

Speaker speaker\_2: No... Well, well, it, it's got two sides to it. Uh, on the back it says 90 Degree-

Speaker speaker\_0: Oh, okay.

Speaker speaker\_2: ... S-

Speaker speaker\_0: All right, so then... So, yeah, if... Uh, there, there should be a phone number on that card ending in 4296. When you call that number-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: ... press option one and you'll reach 90 Degrees, uh, customer service for help with figuring out-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... what exactly that plan will cover.

Speaker speaker\_2: All right. All right. Yeah. It was-

Speaker speaker\_0: Awesome.

Speaker speaker\_2: ... on the backside.

Speaker speaker\_0: Okay. All right then. We-

Speaker speaker\_2: I thought front side. The other side is the front.

Speaker speaker\_0: No, I understand. All right. So was there anything else that we might be able to help with then?

Speaker speaker\_2: Uh, that'll be all.

Speaker speaker\_0: All right. Thanks for taking the time to speak with me. You have a good day.

Speaker speaker\_2: You too.

Speaker speaker\_0: All right, bye now.