

Transcript: Chris Sofield

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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? I just wanted to verify if the member's plan is active. Okay. Um, what's this, uh, what's this member's first and last name? That is Tiffany McGeorge. McGeorge? Yeah. M-C-G-E-O-R-G-E. Okay. All right. And what's, what is Ms. McGeorge's date of birth? 12/02/91. Okay. All right. And, okay, it looks like we have two, two, uh, two files on our system for this same person under different employers. Do you happen to know, uh, who her current employer is? Um, last card we have was from Surge. Okay. That will... that is exactly what I'm looking for. One moment. Uh, looks like Ms. McGeorge does have active coverage currently. Looks like it became effective June 3rd of 2024 and has been active since with no lapse. Looks like this is a preventative care plan through 90 Degree Benefits. Uh, let's see here. So, if we were going to bill, we would bill this plan first, and then if she had a secondary, we'd bill them? That, unfortunately, I wouldn't know because we're just the enrollment admin for, for Surge, her, her employer. So, um, anything like more detailed than what I've already said, unfortunately, I wouldn't have the information to answer that kind of question. Um, for that, uh, you may want to get in contact with 90 Degree Benefits directly. Um, now, I'm not sure if the c- the number that you called, did it... was it ending in 4296? Um, let's see here. Or did you call a number ending in 4856? I called... 4296. Okay. So, that is the correct number to reach 90 Degree Benefits. Um, however, whi- now, while it says customer service type, type information, um, option one is the only option that will actually get you over to where you need to go for anything from 90 Degrees. So, uh, the only thing I could say is give that, give that number a call back, press option one to speak with 90 Degree Benefits, and they should be able to help out with that. Okay, perfect. Thank you so much. Oh, is there a reference number for this phone call? Uh, yeah, that's going to be my first name, Chris, C-H-R-I-S, uh, my last initial, S as in Sam, and then today's date. Okay, perfect. Thank you so much, Chris. I hope you have a wonderful day. You as well. Thanks for calling. Bye now. 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: I just wanted to verify if the member's plan is active.

Speaker speaker_1: Okay. Um, what's this, uh, what's this member's first and last name?

Speaker speaker_2: That is Tiffany McGeorge.

Speaker speaker_1: McGeorge?

Speaker speaker_2: Yeah. M-C-G-E-O-R-G-E.

Speaker speaker_1: Okay. All right. And what's, what is Ms. McGeorge's date of birth?

Speaker speaker_2: 12/02/91.

Speaker speaker_1: Okay. All right. And, okay, it looks like we have two, two, uh, two files on our system for this same person under different employers. Do you happen to know, uh, who her current employer is?

Speaker speaker_2: Um, last card we have was from Surge.

Speaker speaker_1: Okay. That will... that is exactly what I'm looking for. One moment. Uh, looks like Ms. McGeorge does have active coverage currently. Looks like it became effective June 3rd of 2024 and has been active since with no lapse. Looks like this is a preventative care plan through 90 Degree Benefits. Uh, let's see here.

Speaker speaker_2: So, if we were going to bill, we would bill this plan first, and then if she had a secondary, we'd bill them?

Speaker speaker_1: That, unfortunately, I wouldn't know because we're just the enrollment admin for, for Surge, her, her employer. So, um, anything like more detailed than what I've already said, unfortunately, I wouldn't have the information to answer that kind of question. Um, for that, uh, you may want to get in contact with 90 Degree Benefits directly. Um, now, I'm not sure if the c- the number that you called, did it... was it ending in 4296?

Speaker speaker_2: Um, let's see here.

Speaker speaker_1: Or did you call a number ending in 4856?

Speaker speaker_2: I called... 4296.

Speaker speaker_1: Okay. So, that is the correct number to reach 90 Degree Benefits. Um, however, whi- now, while it says customer service type, type information, um, option one is the only option that will actually get you over to where you need to go for anything from 90 Degrees. So, uh, the only thing I could say is give that, give that number a call back, press option one to speak with 90 Degree Benefits, and they should be able to help out with that.

Speaker speaker_2: Okay, perfect. Thank you so much. Oh, is there a reference number for this phone call?

Speaker speaker_1: Uh, yeah, that's going to be my first name, Chris, C-H-R-I-S, uh, my last initial, S as in Sam, and then today's date.

Speaker speaker_2: Okay, perfect. Thank you so much, Chris. I hope you have a wonderful day.

Speaker speaker_1: You as well. Thanks for calling. Bye now.

Speaker speaker_2: Bye.