

## **Transcript: Chris Sofield**

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### **Full Transcript**

Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hey, I'm needing to get, um, eligibility and benefits for a patient. Okay. Um, what's the patient's first and last name? Cecil Spencer. Cecil Spencer, you said? Yes. Okay. And what is Mr. Spencer's date of birth? 09/14/2005. Okay. One moment. I am showing... It looks like Mr. Spencer does have a current active, uh, minimal essential coverage policy administered by 90 Degree Benefits, effective date of December 16th, 2024. Uh, were you needing anything like EOB related? Uh, because unfortunately that's not going to be something I can help with. You'd have to get in contact with 90 Degree directly for that. No. Do you have, I have a policy number. Do you have a policy and group number that I can? Um, let me see if I can pull that. One moment. Because yeah, we're just the enrollment admin. We're not the actual insurance carrier itself. So, uh, possi- possibly may be- Okay. ... like limited in what kind of information I can pull for you. But I should be able to at least get this, uh, get that for you. One moment. Okay. Okay. The information I show, let's see here, under... So employee ID, which is by the way also the policy number, D as delta 47903304. Okay. That's what we have. With a group number of 9479. Okay. I don't have that. Um, if he provided his ID card, it should be in the same section as the, uh, the ID number. He did not. Ah, got you. I had to get the phone number from his actual, I guess, workplace is what he gave me. Okay. I thought that I was calling you guys essentially, but it was actually his company corporate. Ah, got it. Um, yeah, I see here it looks like it's, that would, that would be his employer, American Staff Corps. Mm-hmm. Okay. But yeah. So that- That's i- that's the ID and then that's the group number, again, of 9479. And then I also have, um, claims billing information as well, both an EDI payer ID and a, and a mailing address. I can take that. Um, all right. The payer ID is 64556. Okay. And the mailing address is PO Box 21704. That's in Eagan, E-A-G-A-N, Minnesota 55121. Wonderful. Thank you so much for your help. No problem. If you need a reference number for today's call, that's my first name, Chris, C-H-R-I-S, my last initial, S as in Sam, and then today's date. Wonderful. Thank you so much, Chris. No problem, ma'am. Was there anything else I could help with? No, that's all. All right. Thanks again for calling. You have a wonderful day. You too. Bye-bye. Bye now.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker\_1: Hey, I'm needing to get, um, eligibility and benefits for a patient.

Speaker speaker\_0: Okay. Um, what's the patient's first and last name?

Speaker speaker\_1: Cecil Spencer.

Speaker speaker\_0: Cecil Spencer, you said?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And what is Mr. Spencer's date of birth?

Speaker speaker\_1: 09/14/2005.

Speaker speaker\_0: Okay. One moment. I am showing... It looks like Mr. Spencer does have a current active, uh, minimal essential coverage policy administered by 90 Degree Benefits, effective date of December 16th, 2024. Uh, were you needing anything like EOB related? Uh, because unfortunately that's not going to be something I can help with. You'd have to get in contact with 90 Degree directly for that.

Speaker speaker\_1: No. Do you have, I have a policy number. Do you have a policy and group number that I can?

Speaker speaker\_0: Um, let me see if I can pull that. One moment. Because yeah, we're just the enrollment admin. We're not the actual insurance carrier itself. So, uh, possi- possibly may be-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... like limited in what kind of information I can pull for you. But I should be able to at least get this, uh, get that for you. One moment.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. The information I show, let's see here, under... So employee ID, which is by the way also the policy number, D as delta 47903304.

Speaker speaker\_1: Okay. That's what we have.

Speaker speaker\_0: With a group number of 9479.

Speaker speaker\_1: Okay. I don't have that.

Speaker speaker\_0: Um, if he provided his ID card, it should be in the same section as the, uh, the ID number.

Speaker speaker\_1: He did not.

Speaker speaker\_0: Ah, got you.

Speaker speaker\_1: I had to get the phone number from his actual, I guess, workplace is what he gave me.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I thought that I was calling you guys essentially, but it was actually his company corporate.

Speaker speaker\_0: Ah, got it. Um, yeah, I see here it looks like it's, that would, that would be his employer, American Staff Corps.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay. But yeah. So that- That's i- that's the ID and then that's the group number, again, of 9479. And then I also have, um, claims billing information as well, both an EDI payer ID and a, and a mailing address.

Speaker speaker\_1: I can take that.

Speaker speaker\_0: Um, all right. The payer ID is 64556.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And the mailing address is PO Box 21704. That's in Eagan, E-A-G-A-N, Minnesota 55121.

Speaker speaker\_1: Wonderful. Thank you so much for your help.

Speaker speaker\_0: No problem. If you need a reference number for today's call, that's my first name, Chris, C-H-R-I-S, my last initial, S as in Sam, and then today's date.

Speaker speaker\_1: Wonderful. Thank you so much, Chris.

Speaker speaker\_0: No problem, ma'am. Was there anything else I could help with?

Speaker speaker\_1: No, that's all.

Speaker speaker\_0: All right. Thanks again for calling. You have a wonderful day.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: Bye now.