

## **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 and a Card, this is Chris. How can I help you today? Hi, Chris. I'm calling for benefits and eligibility for a patient. Okay. What's the patient's first and last names? Ashley Sullivan. And Ms. Sullivan's date of birth? Um, 8/8/92. Thank you. One moment. Thanks. All right, one moment. Let's see here. Looks like coverage is currently active, effective date of July 29th, 2024. Uh, looks like she has coverage for medical, dental, vision and life insurance. Um, do you need s- do you need, like, uh, like, an EOB or anything like that? Um, I need benefits for physical therapy in a, like, outpatient physical therapy in a clinic. Ah, okay. So, um, we're just the enrollment admin for Ms. Sullivan's place of employment. Unfortunately, we're not gonna have the information to answer that kind of question. Um, but what I can do, uh, I can give you the phone number to, uh, 90 Degree Benefits. That's the actual, um, carrier for her policy. Uh, you can give them a call and they should be able to help you out with, uh, benefits information like that. Let me know when you're ready for their number. Okay. Go ahead. All right, their number is going to be 800- Uh-huh. ... 833- Okay. ... 4, uh, 4296. And when you call that number, press Op- That's the number I dialed here. Okay. So, um, I know it says it's for customer service but, uh, option one is actually the only option that leads to 90 Degree Benefits. Um, the oth- the option that you selected just took you to the enrollment admin. Unfortunately, we just don't have the knowledge to, the information to answer those kinds of questions. Okay. So just redial the number that I, um, called, and then choose option one? Uh, yes, ma'am. Okay. All right, I appreciate your help. No- Are you able to transfer me there, or...? I, yeah, I should- Okay. ... be able to. One moment. Thanks. All right. I'll go ahead and set that transfer up now. Anything else before I do that? Thank you. That was all. Cool. All right. Thanks again for calling and have a good day. You too.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits and a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Hi, Chris. I'm calling for benefits and eligibility for a patient.

Speaker speaker\_1: Okay. What's the patient's first and last names?

Speaker speaker\_2: Ashley Sullivan.

Speaker speaker\_1: And Ms. Sullivan's date of birth?

Speaker speaker\_2: Um, 8/8/92.

Speaker speaker\_1: Thank you. One moment.

Speaker speaker\_2: Thanks.

Speaker speaker\_1: All right, one moment. Let's see here. Looks like coverage is currently active, effective date of July 29th, 2024. Uh, looks like she has coverage for medical, dental, vision and life insurance. Um, do you need s- do you need, like, uh, like, an EOB or anything like that?

Speaker speaker\_2: Um, I need benefits for physical therapy in a, like, outpatient physical therapy in a clinic.

Speaker speaker\_1: Ah, okay. So, um, we're just the enrollment admin for Ms. Sullivan's place of employment. Unfortunately, we're not gonna have the information to answer that kind of question. Um, but what I can do, uh, I can give you the phone number to, uh, 90 Degree Benefits. That's the actual, um, carrier for her policy. Uh, you can give them a call and they should be able to help you out with, uh, benefits information like that. Let me know when you're ready for their number.

Speaker speaker\_2: Okay. Go ahead.

Speaker speaker\_1: All right, their number is going to be 800-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... 833-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... 4, uh, 4296. And when you call that number, press Op-

Speaker speaker\_2: That's the number I dialed here.

Speaker speaker\_1: Okay. So, um, I know it says it's for customer service but, uh, option one is actually the only option that leads to 90 Degree Benefits. Um, the oth- the option that you selected just took you to the enrollment admin. Unfortunately, we just don't have the knowledge to, the information to answer those kinds of questions.

Speaker speaker\_2: Okay. So just redial the number that I, um, called, and then choose option one?

Speaker speaker\_1: Uh, yes, ma'am.

Speaker speaker\_2: Okay. All right, I appreciate your help.

Speaker speaker\_1: No-

Speaker speaker\_2: Are you able to transfer me there, or...?

Speaker speaker\_1: I, yeah, I should-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... be able to. One moment.

Speaker speaker\_2: Thanks.

Speaker speaker\_1: All right. I'll go ahead and set that transfer up now. Anything else before I do that?

Speaker speaker\_2: Thank you. That was all.

Speaker speaker\_1: Cool. All right. Thanks again for calling and have a good day.

Speaker speaker\_2: You too.