

Transcript: Chris Sofield

(deactivated)-6662820276256768-6418023397507072

Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi, Chris. My name is Celeste Cheney. Um... I had, um, you all as my insurance, like, the first part of last year, and I got a laboratory bill that was sent to collections, and they told me I needed to reach out to you all to see why this bill was not covered. Okay. So, we're only the enrollment admin for your previous employer at the time. Uh, we would not have anything to do with billing or claims. Only thing I can do is look at your file from when you did have coverage and see who you actually need to talk to for that. Um, what staffing company were you with at the time? ATC. And the last four of your Social? 0241. Thank you. Please verify your address and date of birth. 77 Tompkins Creek Trail, Forsyth, Georgia 31029. My date of birth is 5-2-64. Thank you. Phone number 478-951-9317? Yes. Okay. And you said, the first... the beginning half of last year? Yes. The bill is for 3-7-24. You didn't have any active coverage through us since, uh... The last time you had active coverage was 7-30-23 so we wouldn't be able to help you at all. Okay. This... I was paying this through COBRA. Okay. You need to- The card that I got from... You called the entirely wrong company. Um, let me know when you're ready. I'll give you the right number to call. Okay. Let me ask you this. If I called the wrong number, why is the card the same? I mean, I got the one you all sent me and I got the one COBRA sent me, and they're the very same card with the very same numbers. Okay. Did, did the number that you call end in 4296? Yes. Okay. So, you did call the right number. You pressed the wrong option. The option you need to press is option one and that'll get you where you need to go for this. I just did. I pressed option one. I'm not sure how, but you... It... That transfers you to the wrong place. It is, it is the phone number ending in 4296, and it is option one to speak with 90 Degree Benefits relating to anything COBRA. We... You've reached Benefits- Okay. ... In a Card. We, we, we have nothing to do with COBRA benefits. Okay. I mean, this, this is so confusing to me. But okay. Yeah. The only thing I- Can you transfer me to them? Can you give me a, give me a number and then can you try to transfer me to them? The, the phone number is the exact same one that you've already called, 800-833-4296, and it's option one. Um, so I can, I can transfer you back into that. Um, but in... But that, that is the correct number to call. It's just that you, you may have meant to hit option one but accidentally hit a different option. I'm not sure. But you didn't go where you needed to go. I'm not... I'm looking, I'm looking at it right now and it... I hit option one. But okay. You can transfer me back and I'll try again. And you said your name was Chris? Yes, ma'am. Thank you. You're welcome. Please hold for your transfer.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_1: Hi, Chris. My name is Celeste Cheney. Um... I had, um, you all as my insurance, like, the first part of last year, and I got a laboratory bill that was sent to collections, and they told me I needed to reach out to you all to see why this bill was not covered.

Speaker speaker_0: Okay. So, we're only the enrollment admin for your previous employer at the time. Uh, we would not have anything to do with billing or claims. Only thing I can do is look at your file from when you did have coverage and see who you actually need to talk to for that. Um, what staffing company were you with at the time?

Speaker speaker_1: ATC.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 0241.

Speaker speaker_0: Thank you. Please verify your address and date of birth.

Speaker speaker_1: 77 Tompkins Creek Trail, Forsyth, Georgia 31029. My date of birth is 5-2-64.

Speaker speaker_0: Thank you. Phone number 478-951-9317?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And you said, the first... the beginning half of last year?

Speaker speaker_1: Yes. The bill is for 3-7-24.

Speaker speaker_0: You didn't have any active coverage through us since, uh... The last time you had active coverage was 7-30-23 so we wouldn't be able to help you at all.

Speaker speaker_1: Okay. This... I was paying this through COBRA.

Speaker speaker_0: Okay. You need to-

Speaker speaker_1: The card that I got from...

Speaker speaker_0: You called the entirely wrong company. Um, let me know when you're ready. I'll give you the right number to call.

Speaker speaker_1: Okay. Let me ask you this. If I called the wrong number, why is the card the same? I mean, I got the one you all sent me and I got the one COBRA sent me, and they're the very same card with the very same numbers.

Speaker speaker_0: Okay. Did, did the number that you call end in 4296?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, you did call the right number. You pressed the wrong option. The option you need to press is option one and that'll get you where you need to go for this.

Speaker speaker_1: I just did. I pressed option one.

Speaker speaker_0: I'm not sure how, but you... It... That transfers you to the wrong place. It is, it is the phone number ending in 4296, and it is option one to speak with 90 Degree Benefits relating to anything COBRA. We... You've reached Benefits-

Speaker speaker_1: Okay.

Speaker speaker_0: ... In a Card. We, we, we have nothing to do with COBRA benefits.

Speaker speaker_1: Okay. I mean, this, this is so confusing to me. But okay.

Speaker speaker_0: Yeah. The only thing I-

Speaker speaker_1: Can you transfer me to them? Can you give me a, give me a number and then can you try to transfer me to them?

Speaker speaker_0: The, the phone number is the exact same one that you've already called, 800-833-4296, and it's option one. Um, so I can, I can transfer you back into that. Um, but in... But that, that is the correct number to call. It's just that you, you may have meant to hit option one but accidentally hit a different option. I'm not sure. But you didn't go where you needed to go.

Speaker speaker_1: I'm not... I'm looking, I'm looking at it right now and it... I hit option one. But okay. You can transfer me back and I'll try again. And you said your name was Chris?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome. Please hold for your transfer.