

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? Hi, Chris. Um, I have a question about benefit- benefit coverage. Okay, and how can I help? Yeah, I would like to see if my plan would cover any urgent care visits or any X-ray. I'm having a shoulder pain and it's been bugging me for quite some time, and the pain is increasing. Um, it's hard for me to talk to doctor anytime soon, so I want to see if I can just go through the urgent care and do some X-ray or talk to the doctor there. Uh- Okay. ... I want to see if, if any of those services can be covered. Okay. Uh, what staffing company do you work with? Tera, T-E-R-A, Staffing Group. All right. Okay, and the last four of your social? Sorry, let me grab that real quick. I have to look at my notes. I think it's 8161, I believe. Uh... And your first and last name? First name T-U, last name T-R-U-O-N-G. All right, Ms. Truong. Um, could you verify your address and your date of birth, please? Yeah. Date of birth, October 8th, 1973. Address, 17805 Southeast 196 Drive, Renton, Washington, 98058. Thank you. Uh, and then your date of birth? Yeah. October 8th, 1973. Thank you. Phone on file, we have a 206-658-5485. Is that correct? Yeah, that's correct. Okay. All right. Let's see. Uh, from... It looks like- Do you need the policy number? N- no, ma'am. That's not going to be... That's not going to help me at all, unfortunately. We're just the enrollment admins for that kind of information. We, we can't really do anything with. Um... Okay. Let's see here. Uh, looks like the policy, or the insurance that you're enrolled into should, um, they shou- it should cover those kinds of services. Um, however, for, uh, for something more concrete, and to kind of get an idea of what exactly ho- like, how much they'll cover, uh, you may want to get in contact with, um, American Public Life, who is the actual insurance company for your plan. Uh, they'd be able to give you more information than we can. Um, let me know when you're ready. I can give you their phone number. Oh, yeah. I'm ready. That number's going to be 800-256-8606. All right. Thank you. So I have to call them, right? Yeah. Give them a call. They should be able to help out with, like, exactly what your coverage will, will, will handle for that kind of service. Okay. Thank you. No problem. Thanks for calling and have a good day. You too. Bye-bye. Bye, now.

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: Hi, Chris. Um, I have a question about benefit- benefit coverage.

Speaker speaker_1: Okay, and how can I help?

Speaker speaker_2: Yeah, I would like to see if my plan would cover any urgent care visits or any X-ray. I'm having a shoulder pain and it's been bugging me for quite some time, and the pain is increasing. Um, it's hard for me to talk to doctor anytime soon, so I want to see if I can just go through the urgent care and do some X-ray or talk to the doctor there. Uh-

Speaker speaker_1: Okay.

Speaker speaker_2: ... I want to see if, if any of those services can be covered.

Speaker speaker_1: Okay. Uh, what staffing company do you work with?

Speaker speaker_2: Tera, T-E-R-A, Staffing Group.

Speaker speaker_1: All right. Okay, and the last four of your social?

Speaker speaker_2: Sorry, let me grab that real quick. I have to lo- look at my notes. I think it's 8161, I believe. Uh...

Speaker speaker_1: And your first and last name?

Speaker speaker_2: First name T-U, last name T-R-U-O-N-G.

Speaker speaker_1: All right, Ms. Truong. Um, could you verify your address and your date of birth, please?

Speaker speaker_2: Yeah. Date of birth, October 8th, 1973. Address, 17805 Southeast 196 Drive, Renton, Washington, 98058.

Speaker speaker_1: Thank you. Uh, and then your date of birth?

Speaker speaker_2: Yeah. October 8th, 1973.

Speaker speaker_1: Thank you. Phone on file, we have a 206-658-5485. Is that correct?

Speaker speaker_2: Yeah, that's correct.

Speaker speaker_1: Okay. All right. Let's see. Uh, from... It looks like-

Speaker speaker_2: Do you need the policy number?

Speaker speaker_1: N- no, ma'am. That's not going to be... That's not going to help me at all, unfortunately. We're just the enrollment admins for that kind of information. We, we can't really do anything with. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: Let's see here. Uh, looks like the policy, or the insurance that you're enrolled into should, um, they shou- it should cover those kinds of services. Um, however, for, uh, for something more concrete, and to kind of get an idea of what exactly ho- like, how much they'll cover, uh, you may want to get in contact with, um, American Public Life, who is the actual insurance company for your plan. Uh, they'd be able to give you more information than we can. Um, let me know when you're ready. I can give you their phone number.

Speaker speaker_2: Oh, yeah. I'm ready.

Speaker speaker_1: That number's going to be 800-256-8606.

Speaker speaker_2: All right. Thank you. So I have to call them, right?

Speaker speaker_1: Yeah. Give them a call. They should be able to help out with, like, exactly what your coverage will, will, will handle for that kind of service.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. Thanks for calling and have a good day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye, now.