

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Hello Chris, my name is Michael Devoss. Um, I work for Surge Staffing in, uh, New Albany, Mississippi and, uh, I got your guys' insurance and I used it today because I-I fell and-and hurt myself and-and they took some X-rays and stuff and got me prescriptions, but I was just curious about how you go about... if I need you, I don't know if I need you yet 'cause I gotta get, go back and get seen, to get short term disability. You're... Oh, you're trying to... see if you can file a short term disability claim? Yeah, I don't know how to do that, and I'm wondering how to do that. You'll need to, um, you'll need to contact American Public Life. They're the insurance company for the actual short term disability policy. They'd be able to set up all of that. Okay. Uh, let me know when you're ready, I'll give you their phone number. You know what, um, I'll take it right now. Give me one second, let me get a pencil. I'm not sure if I'm gonna need it or not, but, yeah, I gotta get a MRI and all this other garbage, so go ahead and give me the number. All right. That number is going to be 800- 800- 256- 2- 8606. 5, 6... 8606. Yes, sir. And your name again was? My name is Chris. Chris. Okay. All right. Well, thank you very much, Chris, I really appreciate you. Yeah, I had a, I had a bad, I had a bad fall and I gotta do, have to do MR- Do you guys cover MRIs? Um, that's going to be another question for American Public Life, as they also handle your medical policy. Oh, okay. Very good. I'll give them a holler. What are their hours- Oh. ... by chance? Do- I... Let me see if I have that information. One moment. Okay. Information I have shows they're open Monday through Friday, 7:00 AM to 6:00 PM Central. Okay, and that's American what now? American Public Life. American Public Life. American Public Life. Okay. I appreciate it. I, I mean, I'm not... I don't know how to do all this so I'm j- I'm just trying. I understand. I appreciate it, Chris. No problem. Thanks again for calling and have a good day. Have a blessed day. Bye. Bye now.

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: Hello Chris, my name is Michael Devoss. Um, I work for Surge Staffing in, uh, New Albany, Mississippi and, uh, I got your guys' insurance and I used it today because I-I fell and-and hurt myself and-and they took some X-rays and stuff and got me prescriptions, but I was just curious about how you go about... if I need you, I don't know if I need you yet 'cause I gotta get, go back and get seen, to get short term disability.

Speaker speaker_0: You're... Oh, you're trying to... see if you can file a short term disability claim?

Speaker speaker_1: Yeah, I don't know how to do that, and I'm wondering how to do that.

Speaker speaker_0: You'll need to, um, you'll need to contact American Public Life. They're the insurance company for the actual short term disability policy. They'd be able to set up all of that.

Speaker speaker_1: Okay.

Speaker speaker_0: Uh, let me know when you're ready, I'll give you their phone number.

Speaker speaker_1: You know what, um, I'll take it right now. Give me one second, let me get a pencil. I'm not sure if I'm gonna need it or not, but, yeah, I gotta get a MRI and all this other garbage, so go ahead and give me the number.

Speaker speaker_0: All right. That number is going to be 800-

Speaker speaker_1: 800-

Speaker speaker_0: 256-

Speaker speaker_1: 2-

Speaker speaker_0: 8606.

Speaker speaker_1: 5, 6... 8606.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: And your name again was?

Speaker speaker_0: My name is Chris.

Speaker speaker_1: Chris. Okay. All right. Well, thank you very much, Chris, I really appreciate you. Yeah, I had a, I had a bad, I had a bad fall and I gotta do, have to do MR- Do you guys cover MRIs?

Speaker speaker_0: Um, that's going to be another question for American Public Life, as they also handle your medical policy.

Speaker speaker_1: Oh, okay. Very good. I'll give them a holler. What are their hours-

Speaker speaker_0: Oh.

Speaker speaker_1: ... by chance? Do-

Speaker speaker_0: I... Let me see if I have that information. One moment.

Speaker speaker_1: Okay.

Speaker speaker_0: Information I have shows they're open Monday through Friday, 7:00 AM to 6:00 PM Central.

Speaker speaker_1: Okay, and that's American what now?

Speaker speaker_0: American Public Life.

Speaker speaker_1: American Public Life. American Public Life. Okay. I appreciate it. I, I mean, I'm not... I don't know how to do all this so I'm j- I'm just trying.

Speaker speaker_0: I understand.

Speaker speaker_1: I appreciate it, Chris.

Speaker speaker_0: No problem. Thanks again for calling and have a good day.

Speaker speaker_1: Have a blessed day. Bye.

Speaker speaker_0: Bye now.