

Transcript: Chris Sofield

(deactivated)-4669683296157696-5047355591409664

Full Transcript

Thank you for calling Benefits and Card. This is Chris. How can I help you today? Hi, Chris. I'm calling... Do you... I'm calling for an eligibility check. Okay. Um, are you with a, a medical office? Yes, Orthopedic One. Okay. Um, what's the patient's first and last name? We have Terrance West, T-E-R-R-A-N-C-E, and last name West. Okay. And Mr. West's date of birth? Uh, we have 10-17-1977. 10-17-77. And you said it was T-E-R-R-A-N-C-E? Mm-hmm. That's how they have it spelled here. Okay. I can give you... I have the ID number, he- we just don't have his card on file. Unfortunately, the ID number's not gonna help me with anything- Oh, okay. ... because we're the... we're only the enrollment admin. We're not going to have the- Oh, okay. We're not going to be able to pull anything with the ID number. Mm-hmm. Um, now while I can't pull anything with the ID number- Mm-hmm. ... the ID number at least will tell me who you would need to contact, um, if it's anything that- Mm-hmm. ... we would recognize. What is that ID number? Uh, we have 02510299. That sounds like an American Public Life policy number. Um, let me check something. Okay. And can you try with E instead of the A? Yeah, that's- I've never seen it spelled like this. ... that's exactly what I was just... that's exactly- Oh, okay. ... what I was just about to check. Okay. And yes, it does look like they, uh, they exist in our system under T-E-R-R-E-N-C-E. Okay. I've changed that on our side. Uh- It looks like the scheduler didn't ask, so confirm, so. Right. And is this for a past date of service? Uh, no. It looks like he's coming in, um, for... Let's see. Employment. Th- the reason I ask is because, uh- Mm-hmm. ... from what I can tell, it looks like the policy has terminated, uh, due to- Oh, okay. ... yeah, due to non-payment. Looks like the- Okay. ... premiums did not get deducted from anything from his employer. Hmm. Uh, we've got a termination date of January 5th of 2025. All right. That helps us a lot. All right then. And, um, was there anything else I could help you with? Uh, no, sir. That would be it. Thank you so much. No problem. If you need a, uh, reference number for today's call- Yeah. ... it's going to be my first name, Chris, C-H-R-I-S, my last initial, S as in Sam, and then today's- Mm-hmm. ... date. All right. Thank you so much. You have a blessed day, Chris. You as well, ma'am. Thanks for calling. Bye now. Thank you.

Conversation Format

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

Speaker speaker_1: Hi, Chris. I'm calling... Do you... I'm calling for an eligibility check.

Speaker speaker_0: Okay. Um, are you with a, a medical office?

Speaker speaker_1: Yes, Orthopedic One.

Speaker speaker_0: Okay. Um, what's the patient's first and last name?

Speaker speaker_1: We have Terrance West, T-E-R-R-A-N-C-E, and last name West.

Speaker speaker_0: Okay. And Mr. West's date of birth?

Speaker speaker_1: Uh, we have 10-17-1977.

Speaker speaker_0: 10-17-77. And you said it was T-E-R-R-A-N-C-E?

Speaker speaker_1: Mm-hmm. That's how they have it spelled here.

Speaker speaker_0: Okay.

Speaker speaker_1: I can give you... I have the ID number, he- we just don't have his card on file.

Speaker speaker_0: Unfortunately, the ID number's not gonna help me with anything-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... because we're the... we're only the enrollment admin. We're not going to have the-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: We're not going to be able to pull anything with the ID number.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, now while I can't pull anything with the ID number-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the ID number at least will tell me who you would need to contact, um, if it's anything that-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... we would recognize. What is that ID number?

Speaker speaker_1: Uh, we have 02510299.

Speaker speaker_0: That sounds like an American Public Life policy number. Um, let me check something.

Speaker speaker_1: Okay. And can you try with E instead of the A?

Speaker speaker_0: Yeah, that's-

Speaker speaker_1: I've never seen it spelled like this.

Speaker speaker_0: ... that's exactly what I was just... that's exactly-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... what I was just about to check.

Speaker speaker_1: Okay.

Speaker speaker_0: And yes, it does look like they, uh, they exist in our system under T-E-R-R-E-N-C-E.

Speaker speaker_1: Okay. I've changed that on our side.

Speaker speaker_0: Uh-

Speaker speaker_1: It looks like the scheduler didn't ask, so confirm, so.

Speaker speaker_0: Right. And is this for a past date of service?

Speaker speaker_1: Uh, no. It looks like he's coming in, um, for...

Speaker speaker_0: Let's see. Employment. Th- the reason I ask is because, uh-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... from what I can tell, it looks like the policy has terminated, uh, due to-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... yeah, due to non-payment. Looks like the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... premiums did not get deducted from anything from his employer.

Speaker speaker_1: Hmm.

Speaker speaker_0: Uh, we've got a termination date of January 5th of 2025.

Speaker speaker_1: All right. That helps us a lot.

Speaker speaker_0: All right then. And, um, was there anything else I could help you with?

Speaker speaker_1: Uh, no, sir. That would be it. Thank you so much.

Speaker speaker_0: No problem. If you need a, uh, reference number for today's call-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... it's going to be my first name, Chris, C-H-R-I-S, my last initial, S as in Sam, and then today's-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... date.

Speaker speaker_1: All right. Thank you so much. You have a blessed day, Chris.

Speaker speaker_0: You as well, ma'am. Thanks for calling. Bye now.

Speaker speaker_1: Thank you.