

Transcript: Chris Sofield

(deactivated)-4684362706632704-5676660374421504

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling United Healthcare Cards. This is Chris. How can I help you today? Hi, my name is Nora. I'm calling from North Florida for basic insurance, which my claim status. Could you please assist me? So, uh, we cannot help directly with claim statuses. We are just the enrollment administrator for your employer, for your patient's employment. The only thing we can do is we can look their name up in our system, see who the insurance company is and give you that phone number. Okay. Uh, could you transfer the call to the claims department? We, we do not have a claims department. You're in the wrong company entirely. The only thing I can do- Oh. ... is look up the, the patient in our system, tell you, and tell you who the company that you need to call is and give you their phone number. Okay. Okay, I'll provide you the member information to check with that. What's... Okay, what's the patient's first and last name? The patient's name is Jeffrey McCollum. Jeffrey McCollum. Can you spell the last name for me? Yeah, sure. The last name spells M, Mike; C, Charlie; P for Charlie; O, Oscar; L as in Lima, again an L as in Lima; U as in uniform; and M as in Mike. And what is Mr. McCollum's date of birth? Date of birth on June 13 of 1984. Thank you. One moment. Okay. Okay. All right. Uh, this, this person has never been enrolled in any insurance that we can see, so I cannot help you with anything. I'm so sorry? This person has never been enrolled into any insurance that we're... that we can see, so I cannot help you. There, there is nothing for me to provide that doesn't exist. Um, but I, I do have the, uh, member ID. Uh, for the- That's not going to help because we're not the insurance company. We are not, we're not the insurance company, so the member ID cannot help us. This person does not... Like, while they are in our system, they have never had insurance that we can see. So, I, I... There's nothing I can give you. There's nothing I can help you with. Okay. All right. Thank you for calling and have a good day. Yes, you too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling United Healthcare Cards. This is Chris. How can I help you today?

Speaker speaker_2: Hi, my name is Nora. I'm calling from North Florida for basic insurance, which my claim status. Could you please assist me?

Speaker speaker_1: So, uh, we cannot help directly with claim statuses. We are just the enrollment administrator for your employer, for your patient's employment. The only thing we can do is we can look their name up in our system, see who the insurance company is and give you that phone number.

Speaker speaker_2: Okay. Uh, could you transfer the call to the claims department?

Speaker speaker_1: We, we do not have a claims department. You're in the wrong company entirely. The only thing I can do-

Speaker speaker_2: Oh.

Speaker speaker_1: ... is look up the, the patient in our system, tell you, and tell you who the company that you need to call is and give you their phone number.

Speaker speaker_2: Okay. Okay, I'll provide you the member information to check with that.

Speaker speaker_1: What's... Okay, what's the patient's first and last name?

Speaker speaker_2: The patient's name is Jeffrey McCollum.

Speaker speaker_1: Jeffrey McCollum. Can you spell the last name for me?

Speaker speaker_2: Yeah, sure. The last name spells M, Mike; C, Charlie; P for Charlie; O, Oscar; L as in Lima, again an L as in Lima; U as in uniform; and M as in Mike.

Speaker speaker_1: And what is Mr. McCollum's date of birth?

Speaker speaker_2: Date of birth on June 13 of 1984.

Speaker speaker_1: Thank you. One moment.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: All right. Uh, this, this person has never been enrolled in any insurance that we can see, so I cannot help you with anything.

Speaker speaker_2: I'm so sorry?

Speaker speaker_1: This person has never been enrolled into any insurance that we're... that we can see, so I cannot help you. There, there is nothing for me to provide that doesn't exist.

Speaker speaker_2: Um, but I, I do have the, uh, member ID. Uh, for the-

Speaker speaker_1: That's not going to help because we're not the insurance company. We are not, we're not the insurance company, so the member ID cannot help us. This person does not... Like, while they are in our system, they have never had insurance that we can see. So, I, I... There's nothing I can give you. There's nothing I can help you with.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Thank you for calling and have a good day.

Speaker speaker_2: Yes, you too. Bye-bye.