

## **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 on a Card. This is Chris. How can I help you today? Hey, Chris. It's, uh, Mike on this side. Was wondering if you can help me out with the claims, please. Okay. Um, I can't help with claim status, just because we are only an enrollment administrator, uh, for the patient's place of employment. The best I could do is pull up the patient file in our system and see who you need to call to, uh, to get that information. Yeah, for sure. That would be great. Okay. What, uh, what's the, what's the patient's first and last name? Uh, patient's name's gonna be Marie. It's M as in, M-A-R-I-E. And last name's gonna be Desir. The D as in Elsa. E-S-I-R. Marie Desir. Okay. And what is, uh, what's Ms. Desir's date of birth? It's April 8th of 1971. April 8th, 1971 you said? Okay. One moment. Yeah. Yeah. Okay. Uh, let me know when you're ready. I can give you the phone number to the actual insurance company. You can give them a call for claim status. Yeah, sure. Go ahead. Uh, that's gonna be 800- Mm-hmm. ... 256- Mm-hmm. ... 8606. Perfect. Thank you so much, Chris. I appreciate it and I hope you have a wonderful rest of the day, buddy. All right. Same to you, sir. Thanks for calling. Bye now. Thanks. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Hey, Chris. It's, uh, Mike on this side. Was wondering if you can help me out with the claims, please.

Speaker speaker\_1: Okay. Um, I can't help with claim status, just because we are only an enrollment administrator, uh, for the patient's place of employment. The best I could do is pull up the patient file in our system and see who you need to call to, uh, to get that information.

Speaker speaker\_2: Yeah, for sure. That would be great.

Speaker speaker\_1: Okay. What, uh, what's the, what's the patient's first and last name?

Speaker speaker\_2: Uh, patient's name's gonna be Marie. It's M as in, M-A-R-I-E. And last name's gonna be Desir. The D as in Elsa. E-S-I-R.

Speaker speaker\_1: Marie Desir. Okay. And what is, uh, what's Ms. Desir's date of birth?

Speaker speaker\_2: It's April 8th of 1971.

Speaker speaker\_1: April 8th, 1971 you said? Okay. One moment.

Speaker speaker\_2: Yeah. Yeah.

Speaker speaker\_1: Okay. Uh, let me know when you're ready. I can give you the phone number to the actual insurance company. You can give them a call for claim status.

Speaker speaker\_2: Yeah, sure. Go ahead.

Speaker speaker\_1: Uh, that's gonna be 800-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... 256-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... 8606.

Speaker speaker\_2: Perfect. Thank you so much, Chris. I appreciate it and I hope you have a wonderful rest of the day, buddy.

Speaker speaker\_1: All right. Same to you, sir. Thanks for calling. Bye now.

Speaker speaker\_2: Thanks. Bye.