Transcript: Chris Sofield (deactivated)-4849706787618816-5403774329241600

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? Hi. I'm with a provider facility and I'm needing to, um, verify eligibility for a patient. Okay. What's the patient's first and last name? First name is Briana, B-R-I-A-N-A. Last name is Literal, L-I-T-E-R-A-L. All right. And Ms. Literal's, uh, date of birth? 1/31/1997. Okay. Thank you. All right. Let's see here. I am showing, it does look like she has current active coverage, effective date of July 15th of this year, of 2024. She has, looks like medical preventative only, along with vision and dental. Um... Okay. Let's see here. Uh, now as far as, like, just her having coverage, that's really all I can, uh, all I can see 'cause we're just the enrollment admin- Mm-hmm. ... for her place of employment. Um, if you- Mm-hmm. ... need anything more detailed than what I've provided, I can give you the phone number to the actual insurance carrier, um, so you can request, like, EOB type information from them. Um, that is actually all I needed, but if you don't mind, I'll grab that number so we can have it for record purposes. Okay. Yeah. Uh, now, is this, uh, just confirm, is this for medical, dental, or vision? Medical. Okay. The number to call if you need that is going to be 800-833-4296. And w- if you do call that number press option one. Mm-hmm. That's the only option that routes you to the carrier. Okay. All right. And do you have a reference number for our call? Uh, yeah, that'll be my first name, Chris, C-H-R-I-S. My last initial, S, as in Sam, and then today's date. All right, Chris. I believe that's all I needed. Thank you so much. You're welcome. Thanks for calling and have a wonderful day. You too. Mm-hmm. 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 on a Card, this is Chris. How can I help you today?

Speaker speaker_2: Hi. I'm with a provider facility and I'm needing to, um, verify eligibility for a patient.

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

Speaker speaker_2: First name is Briana, B-R-I-A-N-A. Last name is Literal, L-I-T-E-R-A-L.

Speaker speaker_1: All right. And Ms. Literal's, uh, date of birth?

Speaker speaker_2: 1/31/1997.

Speaker speaker_1: Okay. Thank you. All right. Let's see here. I am showing, it does look like she has current active coverage, effective date of July 15th of this year, of 2024. She has, looks like medical preventative only, along with vision and dental. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: Let's see here. Uh, now as far as, like, just her having coverage, that's really all I can, uh, all I can see 'cause we're just the enrollment admin-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... for her place of employment. Um, if you-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... need anything more detailed than what I've provided, I can give you the phone number to the actual insurance carrier, um, so you can request, like, EOB type information from them.

Speaker speaker_2: Um, that is actually all I needed, but if you don't mind, I'll grab that number so we can have it for record purposes.

Speaker speaker_1: Okay. Yeah. Uh, now, is this, uh, just confirm, is this for medical, dental, or vision?

Speaker speaker_2: Medical.

Speaker speaker_1: Okay. The number to call if you need that is going to be 800-833-4296. And w- if you do call that number press option one.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: That's the only option that routes you to the carrier.

Speaker speaker_2: Okay. All right. And do you have a reference number for our call?

Speaker speaker_1: Uh, yeah, that'll be my first name, Chris, C-H-R-I-S. My last initial, S, as in Sam, and then today's date.

Speaker speaker_2: All right, Chris. I believe that's all I needed. Thank you so much.

Speaker speaker_1: You're welcome. Thanks for calling and have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Mm-hmm. Bye now.