

## **Transcript: Chris Sofield**

**(deactivated)-5192202785701888-4724979063373824**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hi, Chris. My name is Jay Call from Pima Urgent Care, and I was calling to check on the claims status of our patient. Okay. So unfortunately, I can't help with claim statuses. We're just an enrollment administrator for the patient's place of employment. Um, best I can do, I can pull their s- their file up in our system, see who the actual insurance carrier is, and then give you that phone number to call. Um... That's fine. All right. What's the patient's first and last name? Amelia Johnson. Amelia Johnson. And Ms. Johnson's date of birth? 01/05/78. Okay. There we go. And what was the date of service? 05/24/24. 05/24/24. Did they have coverage that day? Okay. All right. One moment, let me see who the carrier was for that. Mm-hmm. All right. So you're, so you're gonna contact American Public Life. They're the insurance company for the plan that she had at the time. Let me know when you're ready for their phone number. Go ahead. That is 800-256-8606. And they termed, right? Uh, let's see here. Policy is termed, yes. Term date was June 2nd of 2024. Thank you. Yes, ma'am. Anything else? No. No, thanks, Chris. No problem. Thanks for calling. Have a good day. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker\_1: Hi, Chris. My name is Jay Call from Pima Urgent Care, and I was calling to check on the claims status of our patient.

Speaker speaker\_0: Okay. So unfortunately, I can't help with claim statuses. We're just an enrollment administrator for the patient's place of employment. Um, best I can do, I can pull their s- their file up in our system, see who the actual insurance carrier is, and then give you that phone number to call. Um...

Speaker speaker\_1: That's fine.

Speaker speaker\_0: All right. What's the patient's first and last name?

Speaker speaker\_1: Amelia Johnson.

Speaker speaker\_0: Amelia Johnson. And Ms. Johnson's date of birth?

Speaker speaker\_1: 01/05/78.

Speaker speaker\_0: Okay. There we go. And what was the date of service?

Speaker speaker\_1: 05/24/24.

Speaker speaker\_0: 05/24/24. Did they have coverage that day? Okay. All right. One moment, let me see who the carrier was for that.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: All right. So you're, so you're gonna contact American Public Life. They're the insurance company for the plan that she had at the time. Let me know when you're ready for their phone number.

Speaker speaker\_1: Go ahead.

Speaker speaker\_0: That is 800-256-8606.

Speaker speaker\_1: And they termed, right?

Speaker speaker\_0: Uh, let's see here. Policy is termed, yes. Term date was June 2nd of 2024.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Yes, ma'am. Anything else?

Speaker speaker\_1: No. No, thanks, Chris.

Speaker speaker\_0: No problem. Thanks for calling. Have a good day.

Speaker speaker\_1: You too.