

## Transcript: Chris Sofield

(deactivated)-5200485887295488-6165444779622400

### Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hello. Yes, my name is RJ, and I was calling to verify that her insurance is in network with our, um, uh, facility. Okay. So I'm not gonna be able to answer that kind of question, just because we are only an enrollment administrator for a patient's place of employment. We don't have network information here. Um, is this for a medical, dental, or vision provider? A medical provider. Okay. All the medical plans that we partner... or that, that, uh, they would be able to enroll into through us, uh, the network for that is MultiPlan. So if you're part of that network, then you're in network, but, um, I wouldn't be able to confirm one way or the other. Okay. Is there a number I can possibly c- um, call? Yeah. Because I understand it's a MultiPlan, but it's just I have to get, like, her, um, more... a little bit more detail on her, um, plan. Oh. Okay. Um, yeah, I can... Uh, you need information on her plan or on, like, just cover- or just con- confirmation from the network? Um, I have actually a insurance verification, um, letter. Let me get... I mean, not letter, um, eligibility... uh, eligibility insurance, um, verification paper, and it just needs, like, her, um, her coverage effective date, her insurance type, her payer plan, her group number, her group ID, you know, things like that. Ah, okay. Okay. All right, yeah. Like I said, we're, we're just the enrollment admin, so a lot of that's not gonna be something I can give you. Um, best I can do, check, check her file in our system and then, uh, direct you to who would have that kind of information for you. Um- Okay, that sounds good. All right. What's, uh, what's this, uh, this insured's first and last name? Her name is Jada, J-A-D-A- Okay. Hayes, H-A-Y-E-S. And her date of birth? Her date of birth is, um, 10/3/1997. Okay. All right. Let's see here. Okay. Uh, let me know when you're ready. I can give you the phone number to American Public Life. They're the actual insurance carrier for her policy. I'm ready when you are. That is 800- Mm-hmm. ... 256- Mm-hmm. ... 8606. Okay, I'll give them a call. Thank you. You're welcome. Thanks for calling. Have a good day. Thank you.

### Conversation Format

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

Speaker speaker\_1: Hello. Yes, my name is RJ, and I was calling to verify that her insurance is in network with our, um, uh, facility.

Speaker speaker\_0: Okay. So I'm not gonna be able to answer that kind of question, just because we are only an enrollment administrator for a patient's place of employment. We don't have network information here. Um, is this for a medical, dental, or vision provider?

Speaker speaker\_1: A medical provider.

Speaker speaker\_0: Okay. All the medical plans that we partner... or that, that, uh, they would be able to enroll into through us, uh, the network for that is MultiPlan. So if you're part of that network, then you're in network, but, um, I wouldn't be able to confirm one way or the other.

Speaker speaker\_1: Okay. Is there a number I can possibly c- um, call?

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Because I understand it's a MultiPlan, but it's just I have to get, like, her, um, more... a little bit more detail on her, um, plan.

Speaker speaker\_0: Oh. Okay. Um, yeah, I can... Uh, you need information on her plan or on, like, just cover- or just con- confirmation from the network?

Speaker speaker\_1: Um, I have actually a insurance verification, um, letter. Let me get... I mean, not letter, um, eligibility... uh, eligibility insurance, um, verification paper, and it just needs, like, her, um, her coverage effective date, her insurance type, her payer plan, her group number, her group ID, you know, things like that.

Speaker speaker\_0: Ah, okay. Okay. All right, yeah. Like I said, we're, we're just the enrollment admin, so a lot of that's not gonna be something I can give you. Um, best I can do, check, check her file in our system and then, uh, direct you to who would have that kind of information for you. Um-

Speaker speaker\_1: Okay, that sounds good.

Speaker speaker\_0: All right. What's, uh, what's this, uh, this insured's first and last name?

Speaker speaker\_1: Her name is Jada, J-A-D-A-

Speaker speaker\_0: Okay.

Speaker speaker\_1: Hayes, H-A-Y-E-S.

Speaker speaker\_0: And her date of birth?

Speaker speaker\_1: Her date of birth is, um, 10/3/1997.

Speaker speaker\_0: Okay. All right. Let's see here. Okay. Uh, let me know when you're ready. I can give you the phone number to American Public Life. They're the actual insurance carrier for her policy.

Speaker speaker\_1: I'm ready when you are.

Speaker speaker\_0: That is 800-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 256-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 8606.

Speaker speaker\_1: Okay, I'll give them a call. Thank you.

Speaker speaker\_0: You're welcome. Thanks for calling. Have a good day.

Speaker speaker\_1: Thank you.