

## **Transcript: Chris Sofield**

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### **Full Transcript**

Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Hi, Chris. This is Yuli. I'm calling from United Medical Imaging of Anaheim. I was calling to check eligibility and benefits for a patient for x-rays. Okay. I can, I can check eligibility as far as them having coverage, but, um, any actual benefits or EOB or anything like that, I'll have to direct you to the actual carrier, because all we are is the enrollment admin. Um... Whoops. Okay, that's fine. What's the patient's first and last name? Uh, first name is Michael. Last name on the insurance is C as in cat, H like Henry, E, G like girl, E. And Michael's date of birth? 5/14/64. I am showing he is not currently enrolled into any insurance that at least we can see. Uh, if he has anything elsewhere, I wouldn't know anything about that. Oh, okay. Uh, can you hold on a second? Mm-hmm. Thank you. Mr. Michael? Your insurance good? Okay, thank you so much. I appreciate it, okay? You're welcome. Anything else? No, that'll be it. Thank you. Bye-bye. You're welcome. Bye.

### **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. This is Yuli. I'm calling from United Medical Imaging of Anaheim. I was calling to check eligibility and benefits for a patient for x-rays.

Speaker speaker\_0: Okay. I can, I can check eligibility as far as them having coverage, but, um, any actual benefits or EOB or anything like that, I'll have to direct you to the actual carrier, because all we are is the enrollment admin. Um... Whoops.

Speaker speaker\_1: Okay, that's fine.

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

Speaker speaker\_1: Uh, first name is Michael. Last name on the insurance is C as in cat, H like Henry, E, G like girl, E.

Speaker speaker\_0: And Michael's date of birth?

Speaker speaker\_1: 5/14/64.

Speaker speaker\_0: I am showing he is not currently enrolled into any insurance that at least we can see. Uh, if he has anything elsewhere, I wouldn't know anything about that.

Speaker speaker\_1: Oh, okay. Uh, can you hold on a second?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Thank you. Mr. Michael? Your insurance good? Okay, thank you so much. I appreciate it, okay?

Speaker speaker\_0: You're welcome. Anything else?

Speaker speaker\_1: No, that'll be it. Thank you. Bye-bye.

Speaker speaker\_0: You're welcome. Bye.