

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 in a Card, this is Chris. How can I help you today? Hi, Chris. My name is Mari, and I'm calling from Labcorp on a line that may be recorded for quality and training purposes, and I'm trying to get information on a patient claim, please. Okay. Um, so we're just the patient's, um, we're just the enrollment administrator for the patient's place of employment. So, unfortunately- Gotcha. ... I'm not going to have a- anything really in the way of claims information. Um- Okay. Gotcha. But what I can, but what I can do, I can pull the patient up in our system and, uh, see who you would need to talk to for that kind of information. Um- That would be great. Yeah. Uh, what's the patient's first and last name? It is Kayliegh, K-A-Y-L-I-E-G-H, Holt, H-O-L-T. Kayliegh Holt. K-A-Y-L-I-E-G-H? Mm-hmm. That's what I'm showing. Okay. Last name, Holt. Let me try something, one moment. Okay. And do you know if they're the policy holder or a dependent? It looks like policy holder from what I'm seeing, but I'm not 100% sure. Okay. Yeah, I'm, I'm not, I'm not seeing anyone by that name with, well- Okay. ... with that specific spelling in our system. Um, question, the, the ID card that she provided, uh, just, I might be able to, I might still be able to point you in the right direction. Uh, the ID card that she provided, did it have a logo for 90 Degree Benefits or American Public Life on it? Um, we billed it to AmLife, but I- I don't actually have access to the card. Oh, AmLI- yeah, we're not- Mm-hmm. ... affiliated with AmLife, so I'm not sure how- Gotcha. ... you were able to get in contact with us for something like that. Yeah, this was on the, um, remittance that we- Mm-hmm. ... remittance letter we got back with this number. So, I'm not real sure. But I will update that and I will look in a different direction. All right. Thank you. Have a good day. All right. Thank you. Bye-bye. 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 in a Card, this is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. My name is Mari, and I'm calling from Labcorp on a line that may be recorded for quality and training purposes, and I'm trying to get information on a patient claim, please.

Speaker speaker_1: Okay. Um, so we're just the patient's, um, we're just the enrollment administrator for the patient's place of employment. So, unfortunately-

Speaker speaker_2: Gotcha.

Speaker speaker_1: ... I'm not going to have a- anything really in the way of claims information. Um-

Speaker speaker_2: Okay. Gotcha.

Speaker speaker_1: But what I can, but what I can do, I can pull the patient up in our system and, uh, see who you would need to talk to for that kind of information. Um-

Speaker speaker_2: That would be great.

Speaker speaker_1: Yeah. Uh, what's the patient's first and last name?

Speaker speaker_2: It is Kayliegh, K-A-Y-L-I-E-G-H, Holt, H-O-L-T.

Speaker speaker_1: Kayliegh Holt. K-A-Y-L-I-E-G-H?

Speaker speaker_2: Mm-hmm. That's what I'm showing.

Speaker speaker_1: Okay. Last name, Holt. Let me try something, one moment.

Speaker speaker_2: Okay.

Speaker speaker_1: And do you know if they're the policy holder or a dependent?

Speaker speaker_2: It looks like policy holder from what I'm seeing, but I'm not 100% sure.

Speaker speaker_1: Okay. Yeah, I'm, I'm not, I'm not seeing anyone by that name with, well-

Speaker speaker_2: Okay.

Speaker speaker_1: ... with that specific spelling in our system. Um, question, the, the ID card that she provided, uh, just, I might be able to, I might still be able to point you in the right direction. Uh, the ID card that she provided, did it have a logo for 90 Degree Benefits or American Public Life on it?

Speaker speaker_2: Um, we billed it to AmLife, but I- I don't actually have access to the card.

Speaker speaker_1: Oh, AmLI- yeah, we're not-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... affiliated with AmLife, so I'm not sure how-

Speaker speaker_2: Gotcha.

Speaker speaker_1: ... you were able to get in contact with us for something like that.

Speaker speaker_2: Yeah, this was on the, um, remittance that we- Mm-hmm. ... remittance letter we got back with this number. So, I'm not real sure. But I will update that and I will look in a different direction.

Speaker speaker_1: All right. Thank you. Have a good day.

Speaker speaker_2: All right. Thank you. Bye-bye.

Speaker speaker_1: Bye now.