

Transcript: Chris Sofield (deactivated)-5417663382110208-6143814274596864

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. All benefits on a card. Chris, can I help you today? Yeah. So I need to verify coverage. Okay. Um, is it... Are you a, uh, provider? Yes. Okay. What's the patient's first and last name? First name is Chailyn, C-H-A-I-L-Y-N, Hardison. Okay. And the date of birth? Her date of birth is 8/17/1994. Thank you. One moment. Okay. All right. So, um, looks like coverage is currently active. Effective date of October 28th, 2024. Mm-hmm. Um, all right. Now, uh, the... Are you looking for, like- Does she have- ... the specific- ... a copay or anything like that? Okay. Um, that is gonna be... So this is just the enrollment administrator for- Mm-hmm. ... her place of employment. Uh, for that- Mm-hmm. ... kind of question, you'll need to get in contact with the carrier directly. Um, now, the number that you called, did it end in 4296? Hmm. 4856. Okay. So, yeah, all right. Let me, uh... Let me know when you're ready. I'll give you the f- the phone number to the carrier so you can give that, give them a call for any specifics. Okay. Go ahead. Uh, that's going to be 8- 800- Mm-hmm. ... 833- Mm-hmm. ... 4296. Mm-hmm. And when you call that number, press option one to speak with the correct people. Okay. All right. Thank you. You're welcome. Thanks for calling. Mm-hmm. Have a good day. Okay. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: All benefits on a card. Chris, can I help you today?

Speaker speaker_2: Yeah. So I need to verify coverage.

Speaker speaker_1: Okay. Um, is it... Are you a, uh, provider?

Speaker speaker_2: Yes.

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

Speaker speaker_2: First name is Chailyn, C-H-A-I-L-Y-N, Hardison.

Speaker speaker_1: Okay. And the date of birth?

Speaker speaker_2: Her date of birth is 8/17/1994.

Speaker speaker_1: Thank you. One moment. Okay. All right. So, um, looks like coverage is currently active. Effective date of October 28th, 2024.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, all right. Now, uh, the... Are you looking for, like-

Speaker speaker_2: Does she have-

Speaker speaker_1: ... the specific-

Speaker speaker_2: ... a copay or anything like that?

Speaker speaker_1: Okay. Um, that is gonna be... So this is just the enrollment administrator for-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... her place of employment. Uh, for that-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... kind of question, you'll need to get in contact with the carrier directly. Um, now, the number that you called, did it end in 4296?

Speaker speaker_2: Hmm. 4856.

Speaker speaker_1: Okay. So, yeah, all right. Let me, uh... Let me know when you're ready. I'll give you the f- the phone number to the carrier so you can give that, give them a call for any specifics.

Speaker speaker_2: Okay. Go ahead.

Speaker speaker_1: Uh, that's going to be 8- 800-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 833-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 4296.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And when you call that number, press option one to speak with the correct people.

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_1: You're welcome. Thanks for calling.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Have a good day.

Speaker speaker_2: Okay. Bye-bye.