

## **Transcript: Chris Sofield (deactivated)-5419347043368960-4644272950165504**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits for the Card. This is Chris. How can I help you today? Hello. My name is Kim, calling from Florida office checking on claim status. Okay. So while we cannot help with claim status directly, uh, we are just the enrollment admin for the patient's place of employment. What we can do is pull up the, um, patient in our system, see who the insurance company is and direct you to call them. Uh, what, what's the patient's name? Patient name is Adam Gray and the date of birth is March 21, 1980. Adam Gray, you said? Yeah. And you said March 21st of 1980? Mm-hmm. And... Okay, what was the date of service? August 6th, 2024 and the- August- ... 00000000. Okay. So, um, doesn't look like he even had any sort of coverage at that time. Sorry? Doesn't look like he had any coverage at that time. No active coverage for that date of service. Am I correct? Correct. Uh, there is any other insurance for this member? I wouldn't know. Okay, thank you. Can you please spell out your name for me? My name is Chris, C-H-R-I-S. First initial of your last name? S as in Sam. Thank you. Can I get the call reference number? That's going to be my first name, my initial and today's date. Okay. Thank you for assisting me and have a great day. You as well. Have a good day. Bye-bye. Bye now. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits for the Card. This is Chris. How can I help you today?

Speaker speaker\_2: Hello. My name is Kim, calling from Florida office checking on claim status.

Speaker speaker\_1: Okay. So while we cannot help with claim status directly, uh, we are just the enrollment admin for the patient's place of employment. What we can do is pull up the, um, patient in our system, see who the insurance company is and direct you to call them. Uh, what, what's the patient's name?

Speaker speaker\_2: Patient name is Adam Gray and the date of birth is March 21, 1980.

Speaker speaker\_1: Adam Gray, you said?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And you said March 21st of 1980?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And... Okay, what was the date of service?

Speaker speaker\_2: August 6th, 2024 and the-

Speaker speaker\_1: August-

Speaker speaker\_2: ... 00000000.

Speaker speaker\_1: Okay. So, um, doesn't look like he even had any sort of coverage at that time.

Speaker speaker\_2: Sorry?

Speaker speaker\_1: Doesn't look like he had any coverage at that time.

Speaker speaker\_2: No active coverage for that date of service. Am I correct?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Uh, there is any other insurance for this member?

Speaker speaker\_1: I wouldn't know.

Speaker speaker\_2: Okay, thank you. Can you please spell out your name for me?

Speaker speaker\_1: My name is Chris, C-H-R-I-S.

Speaker speaker\_2: First initial of your last name?

Speaker speaker\_1: S as in Sam.

Speaker speaker\_2: Thank you. Can I get the call reference number?

Speaker speaker\_1: That's going to be my first name, my initial and today's date.

Speaker speaker\_2: Okay. Thank you for assisting me and have a great day.

Speaker speaker\_1: You as well. Have a good day.

Speaker speaker\_2: Bye-bye.

Speaker speaker\_1: Bye now. Bye.