

## **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 on a Card. This is Chris. How can I help you today? Hey, Chris. Um, I spoke with someone yesterday about you guys verifying that I had, um, service the date that I sent in my claim. Um, APL is just waiting on you guys to send over verification th- that I was eligible on that date. Okay. Um, what staffing company do you work with? On Track Staffing. And the last four of your Social? 3989. Your first and last name? Santana Price. Okay, Ms. Price, could you verify your address and date of birth for me? 5613 Chiltern Hills Drive, Apartment 308 in Fort Worth, Texas 76112, and date of birth 10/14/1985. Thank you. Phone number on file of 682-372-2532. Is that correct? 2365. 2365. Okay. Okay, we have that as well. All right. Um, let me... Hold on, take a look. Um... It looks like from what I can see here, um, APL is still, uh, APL is still processing everything. But they've, but we have informed them that, um, regarding the, uh, regarding the fact that the, uh, date of service was, like, you ha- did have coverage on that date of service. Oh, okay. So you guys did, um- From what I can tell, yeah, from what I can tell, it looks like we did inform them. They're, it's, they're just working on it. Everything is gonna be... Y- for further information, you may want to reach out to APL now. Okay. Well, thank you so much. You're welcome. Anything else? No, you have a good day. You as well. Thanks for calling. 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 on a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Hey, Chris. Um, I spoke with someone yesterday about you guys verifying that I had, um, service the date that I sent in my claim. Um, APL is just waiting on you guys to send over verification th- that I was eligible on that date.

Speaker speaker\_1: Okay. Um, what staffing company do you work with?

Speaker speaker\_2: On Track Staffing.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 3989.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Santana Price.

Speaker speaker\_1: Okay, Ms. Price, could you verify your address and date of birth for me?

Speaker speaker\_2: 5613 Chiltern Hills Drive, Apartment 308 in Fort Worth, Texas 76112, and date of birth 10/14/1985.

Speaker speaker\_1: Thank you. Phone number on file of 682-372-2532. Is that correct?

Speaker speaker\_2: 2365.

Speaker speaker\_1: 2365. Okay. Okay, we have that as well. All right. Um, let me... Hold on, take a look. Um... It looks like from what I can see here, um, APL is still, uh, APL is still processing everything. But they've, but we have informed them that, um, regarding the, uh, regarding the fact that the, uh, date of service was, like, you ha- did have coverage on that date of service.

Speaker speaker\_2: Oh, okay. So you guys did, um-

Speaker speaker\_1: From what I can tell, yeah, from what I can tell, it looks like we did inform them. They're, it's, they're just working on it. Everything is gonna be... Y- for further information, you may want to reach out to APL now.

Speaker speaker\_2: Okay. Well, thank you so much.

Speaker speaker\_1: You're welcome. Anything else?

Speaker speaker\_2: No, you have a good day.

Speaker speaker\_1: You as well. Thanks for calling. Bye now.