

## **Transcript: Chris Sofield**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Chris, how can I help you today? Hi, this is Suzi. My name is spelled with S-U-Z-Y and the first initial to my last name is R, as in Romeo. I need to check on a member's medical eligibility and benefits. Could you please help me with that? I should be able to help with some of that. What's the patient's first and last name? Yeah, the patient's name I do have here is Allie Erp. It's spelled A-L-L-I-E, last name is spelled with E-R-P. E-R-B, as in boy? E, as in Peter. E, as in Peter. So Allie, and then the last name is just E, as in echo, R, as in Robert, P, as in Peter? Yes. One moment. And the date of birth? So for the date of birth, it's on, uh, September 6th, 2012. Okay, I found the file. Looks like she is a child dependent. Coverage is currently active at this time. Um, if you need anything like an ex-planation of benefits, however, I cannot provide that. You would have to call a different company entirely to get that information. Um, the insurance carrier is American Public Life and I... and I can give you their phone number for any further assistance. Okay, uh, one moment please. One moment. Yeah, may I get the contact number? Yeah, that's going to be 800-Mm-hmm. ... 256- Okay. ... 8606. Thank you so much. I can make a note of it down here. Thank you so much for assisting me and have a great day. You as well. Bye now. Yeah, bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Chris, how can I help you today?

Speaker speaker\_1: Hi, this is Suzi. My name is spelled with S-U-Z-Y and the first initial to my last name is R, as in Romeo. I need to check on a member's medical eligibility and benefits. Could you please help me with that?

Speaker speaker\_0: I should be able to help with some of that. What's the patient's first and last name?

Speaker speaker\_1: Yeah, the patient's name I do have here is Allie Erp. It's spelled A-L-L-I-E, last name is spelled with E-R-P.

Speaker speaker\_0: E-R-B, as in boy?

Speaker speaker\_1: E, as in Peter.

Speaker speaker\_0: E, as in Peter. So Allie, and then the last name is just E, as in echo, R, as in Robert, P, as in Peter?

Speaker speaker\_1: Yes.

Speaker speaker\_0: One moment. And the date of birth?

Speaker speaker\_1: So for the date of birth, it's on, uh, September 6th, 2012.

Speaker speaker\_0: Okay, I found the file. Looks like she is a child dependent. Coverage is currently active at this time. Um, if you need anything like an ex- explanation of benefits, however, I cannot provide that. You would have to call a different company entirely to get that information. Um, the insurance carrier is American Public Life and I... and I can give you their phone number for any further assistance.

Speaker speaker\_1: Okay, uh, one moment please. One moment. Yeah, may I get the contact number?

Speaker speaker\_0: Yeah, that's going to be 800-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 256-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... 8606.

Speaker speaker\_1: Thank you so much. I can make a note of it down here. Thank you so much for assisting me and have a great day.

Speaker speaker\_0: You as well. Bye now.

Speaker speaker\_1: Yeah, bye-bye.