

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 Angela. I'm calling to follow up on claim status, please. Unfortunately, I'm unable to help specifically with claim status as we are just the enrollment admin for your patient's place of employment. The best thing I can do is pull the patient up in our system, see who the carrier is and direct you to call them. Um... Okay, that'll be fine. All right. What's the patient's first and last name? Patient is, first name is Trevor, T-R-E-V-O-R. Mm-hmm. Last name is C-H-A-T-L-O-S. Okay. And... And the date of birth is 4-24-2004. Okay, thank you. Let's see. Okay. And then quick question, um, just 'cause this will, this will even elimi- like, this may eliminate the need to even call anyone else. What was the date of service? Date of service is for, I have October the 15, 2024. Okay. No, he did have coverage then. Okay. All right. Let me know when you're ready. I'll give you the carrier's phone number. Okay, I'm ready. All right. So the number to call is going to be 800-833-4296. And when you call that number, press option one. Okay. Let's see. It's like the first number I just called and they transferred me to... They gave me y'all's number because this is going to be the third call I'm making trying to get to the right group. Hmm. I'm not sure what's going on then, but I'm not... They, you shouldn't have been referred to us as all we are is an enrollment administrator. We don't have any visibility for claims. Okay. All right. Thank you so much. I appreciate your help. You're welcome. Thanks for calling and have a good day. You too. 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 Angela. I'm calling to follow up on claim status, please.

Speaker speaker_1: Unfortunately, I'm unable to help specifically with claim status as we are just the enrollment admin for your patient's place of employment. The best thing I can do is pull the patient up in our system, see who the carrier is and direct you to call them. Um...

Speaker speaker_2: Okay, that'll be fine.

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

Speaker speaker_2: Patient is, first name is Trevor, T-R-E-V-O-R.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Last name is C-H-A-T-L-O-S.

Speaker speaker_1: Okay. And...

Speaker speaker_2: And the date of birth is 4-24-2004.

Speaker speaker_1: Okay, thank you. Let's see. Okay. And then quick question, um, just 'cause this will, this will even elimi- like, this may eliminate the need to even call anyone else. What was the date of service?

Speaker speaker_2: Date of service is for, I have October the 15, 2024.

Speaker speaker_1: Okay. No, he did have coverage then. Okay. All right. Let me know when you're ready. I'll give you the carrier's phone number.

Speaker speaker_2: Okay, I'm ready.

Speaker speaker_1: All right. So the number to call is going to be 800-833-4296. And when you call that number, press option one.

Speaker speaker_2: Okay. Let's see. It's like the first number I just called and they transferred me to... They gave me y'all's number because this is going to be the third call I'm making trying to get to the right group.

Speaker speaker_1: Hmm. I'm not sure what's going on then, but I'm not... They, you shouldn't have been referred to us as all we are is an enrollment administrator. We don't have any visibility for claims.

Speaker speaker_2: Okay. All right. Thank you so much. I appreciate your help.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye now.