

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits Center Card. My name is Stephanie. How can I assist you?
Yeah, hi. This is... this is Allen calling from provider's office. My last name is F as in fox. I need to check claims status today. Okay. Um, so I would have to connect you to the actual carrier, but what's the patient's first and last name? Actually, one of the representative has transferred this call to you also. Even you are still in, I need to transfer- So I'm not able... Yes, 'cause I... We don't take care of the claims. Oh, okay. So I have to see where to exactly to direct you. Um, what's the- Okay. You transfer this call to claims department. Shall I say the patient name? Mm-hmm. Yeah. It's Rufus Watkins. You said Rufus? Yes. Rufus Watkins. And then is it M-A-T-K-I-N-S? No, no. It's Watkins, W-A-T-K-I-N-S. Oh, Watkins. Okay. And then what's their date of birth? The patient date of birth is April 29 of 1960. Uh, could you please transfer this call to appropriate department who can handle the claims? Yes. So first I need to- Yeah. ... find, um... Are you guys in Georgia? Yes, correct. And then when was the visit for? Sorry? When was the visit for? When, when was the visit means? You mean, like, what date, right? Yes. When was the date of the service? Yeah. Service date. Service was rendered on March 26, 2025. And then what was the visit for? One moment. It's a office visit. On and on, a new patient- It's a office visit. Office visit? Yes. Okay. So I would have to connect you to, um, APL, which is American Public Life. No, no. Yes, it's American Public Life you need to connect to. It's a provider's department who can handle the claims. Okay? Okay. Um, I'm about to transfer your call. Yeah. Thank you. Please kindly connect to appropriate because I am waiting for the one hour to reach the appropriate department of three centers. Okay. Um, would you like me to also provide you the contact number just in case you were to drop when I transfer you? Yes, kindly even provide the contact number also and kindly help to appropriate department, please. Yes. It's 800- Mm-hmm. ... 256- Mm-hmm. ... 8606. 8606. And then how about- 8606, right? Yes. Correct. Yeah, thank you. And then can I get your name, please, so I can put it in the- My name is Al- Allen. My last initial that is F as in fox. Okay. Thank you. I'm about to connect you. Have a nice day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yeah, hi. This is... this is Allen calling from provider's office. My last name is F as in fox. I need to check claims status today.

Speaker speaker_0: Okay. Um, so I would have to connect you to the actual carrier, but what's the patient's first and last name?

Speaker speaker_1: Actually, one of the representative has transferred this call to you also. Even you are still in, I need to transfer-

Speaker speaker_0: So I'm not able... Yes, 'cause I... We don't take care of the claims.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: So I have to see where to exactly to direct you. Um, what's the-

Speaker speaker_1: Okay. You transfer this call to claims department. Shall I say the patient name?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yeah. It's Rufus Watkins.

Speaker speaker_0: You said Rufus?

Speaker speaker_1: Yes. Rufus Watkins.

Speaker speaker_0: And then is it M-A-T-K-I-N-S?

Speaker speaker_1: No, no. It's Watkins, W-A-T-K-I-N-S.

Speaker speaker_0: Oh, Watkins. Okay. And then what's their date of birth?

Speaker speaker_1: The patient date of birth is April 29 of 1960. Uh, could you please transfer this call to appropriate department who can handle the claims?

Speaker speaker_0: Yes. So first I need to-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... find, um... Are you guys in Georgia?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: And then when was the visit for?

Speaker speaker_1: Sorry?

Speaker speaker_0: When was the visit for?

Speaker speaker_1: When, when was the visit means? You mean, like, what date, right?

Speaker speaker_0: Yes. When was the date of the service?

Speaker speaker_1: Yeah. Service date. Service was rendered on March 26, 2025.

Speaker speaker_0: And then what was the visit for?

Speaker speaker_1: One moment. It's a office visit.

Speaker speaker_2: On and on, a new patient-

Speaker speaker_1: It's a office visit.

Speaker speaker_0: Office visit?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So I would have to connect you to, um, APL, which is American Public Life.

Speaker speaker_1: No, no. Yes, it's American Public Life you need to connect to. It's a provider's department who can handle the claims. Okay?

Speaker speaker_0: Okay. Um, I'm about to transfer your call.

Speaker speaker_1: Yeah. Thank you. Please kindly connect to appropriate because I am waiting for the one hour to reach the appropriate department of three centers.

Speaker speaker_0: Okay. Um, would you like me to also provide you the contact number just in case you were to drop when I transfer you?

Speaker speaker_1: Yes, kindly even provide the contact number also and kindly help to appropriate department, please.

Speaker speaker_0: Yes. It's 800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 256-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 8606.

Speaker speaker_2: 8606.

Speaker speaker_0: And then how about-

Speaker speaker_1: 8606, right?

Speaker speaker_0: Yes. Correct.

Speaker speaker_1: Yeah, thank you.

Speaker speaker_0: And then can I get your name, please, so I can put it in the-

Speaker speaker_1: My name is Al- Allen. My last initial that is F as in fox.

Speaker speaker_0: Okay. Thank you. I'm about to connect you. Have a nice day.