

Transcript: Pamela

Blanc-5136815497592832-5901948620554240

Full Transcript

Thank you for calling Benefits and Acquire. My name is Pamela. How may I help you? So sorry about that. Yes. Um, so I'm calling from Complete Health Center, uh, regarding some claims that processed for, uh, a patient and came back as a duplicate claim that was not actually a duplicate claim. Okay. And do you have the claim number so I- uh, not the claim, the policy numbers that would direct you to the- Yes. ... policy department? Yes. So it's 02559705. Right. APL. All right. So I'm going to go ahead and transfer you to the actual carrier. They are the one that, um, process the claim. All right? Okay. Thank you. Sure.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Acquire. My name is Pamela. How may I help you? So sorry about that.

Speaker speaker_1: Yes. Um, so I'm calling from Complete Health Center, uh, regarding some claims that processed for, uh, a patient and came back as a duplicate claim that was not actually a duplicate claim.

Speaker speaker_0: Okay. And do you have the claim number so I- uh, not the claim, the policy numbers that would direct you to the-

Speaker speaker_1: Yes.

Speaker speaker_0: ... policy department?

Speaker speaker_1: Yes. So it's 02559705.

Speaker speaker_0: Right. APL. All right. So I'm going to go ahead and transfer you to the actual carrier. They are the one that, um, process the claim. All right?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Sure.