

Transcript: Sara

Marulanda-4693207424647168-6534024233697280

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. How may I help you? Hi, Sarah. My name is Sam. Initials are last name is R-R as a Romeo. And I'm looking for the claims status, Sarah. Okay. Uh, may I have the name and last name of the patient? It's Rufus Watkins. Okay. What's R-O-S? No, it's R-U-F-U-S. R-U-S-U-S? R-U-F-U-S. And the last name? Watkins. W as a whiskey, A, alpha, T, tango, K, kilo, I, India, N as in net, S, L. Okay. And do you know the last four of the social or the, the date of birth of that patient? I have the date of birth. Yeah. Which one is that? That is April, April 29, 1960. Okay. And are you guys located on, uh, Georgia? Yes. Okay. I have the correct person. When was the service done? June 25, 2024. June 25, 2024. Okay. Hold on. And what kind of service was that then? Preventative, uh, dental, medical, vision? Medical. Do you have the claim number? No. Could you please spell out your initials for me there? I'm sorry? Could you please spell out your name? What, what name? Your name. My name? Sarah. S-A-R-A. What is the initial of your last name is? M. Thank you. Okay. And what is your name? I'm sorry. Sam. Can you spell that for me please? S-A-M. Sam. Initial of the last name is R, R as a Romeo. Okay. And where are you calling from? I'm calling from the Georgia. Yeah, but the office number, name. I'm sorry. I'm calling from the Southeast Medical Group, BC. Another name of the facility is North Atlanta Primary Care. Southeast Medical Group. Okay, so let me transfer your call with, uh, APL, which is the, um, carrier of the insurance. Okay? Mm-hmm. Would you like to write down their phone number before I transfer your call? Yeah, please. It is 800-256-8606. 800-256- ... 8606. Thank you. You're more than welcome. Let me transfer that for you. Other than that, is there anything else that I can help you with? No. Okay. Thank you for calling Benefits in a Cart. Have a wonderful day. Mm-hmm.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. How may I help you? Hi, Sarah. My name is Sam. Initials are last name is R-R as a Romeo. And I'm looking for the claims status, Sarah. Okay. Uh, may I have the name and last name of the patient? It's Rufus Watkins. Okay. What's R-O-S? No, it's R-U-F-U-S. R-U-S-U-S? R-U-F-U-S. And the last name? Watkins. W as a whiskey, A, alpha, T, tango, K, kilo, I, India, N as in net, S, L. Okay. And do you know the last four of the social or the, the date of birth of that patient? I have the date of birth. Yeah. Which one is that? That is April, April 29, 1960. Okay. And are you guys located on, uh, Georgia? Yes. Okay. I have the correct person. When was the service done?

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