

Transcript: VICTORIA

Taylor-6670796775702528-4767660192514048

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benet- excuse me, Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. My name is Anne. I am calling from MultiCare Health System and I'm calling to check the status of a medical claim. Okay. Um, so here at Benefits on a Card, we're just the benefits administrators. I don't have access to the claims but I can pull up the patient's file and try to get you in contact with the insurance carrier. Oh, okay. I- I just spoke with somebody and I thought that's what they were doing, but yes, if you can do that, that'd be great. Okay. Uh, what's the last four of their Social? Oh, God, I don't remember that part. It... Oh, I don't have their Social. Do I have it anywhere else? Let's see. Keep them on hold for Social? No, I don't have their Social. Okay. Um, what's their first and last name? It's Solita, S-O-L-I-T-A. Last name is Peck, P-E-C-H. Can you verify their date of birth and address? 2/1/1954 and their address is 5548 Bennett Avenue Southeast in Auburn, Washington 98092. See if we have a copy of their card. I don't think I... You said the date of birth is 2/1/1954 is it? 199- 1994. Okay. It's the 2/1/1994. And then, um, what was the address again? Oh, we don't have a copy of the card. It is 5548 Bennett Avenue Southeast- Okay. ... in Auburn, Washington 98092. Okay. For some reason I have 5518 Bennett Avenue. Um, just to make sure this is the right file, do you have their phone number by chance? Uh, phone number I have is... Contact numbers, 425-948-0873. Okay. So it looks like they have a medical plan with American Public Life. Um, so let me give you their phone number. It is 800-256-8606. Okay. I will give them a call. Thank you so much for your help. Yes, ma'am. You have a wonderful day. You too. Mm- bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benet- excuse me, Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi, Victoria. My name is Anne. I am calling from MultiCare Health System and I'm calling to check the status of a medical claim.

Speaker speaker_1: Okay. Um, so here at Benefits on a Card, we're just the benefits administrators. I don't have access to the claims but I can pull up the patient's file and try to get you in contact with the insurance carrier.

Speaker speaker_2: Oh, okay. I- I just spoke with somebody and I thought that's what they were doing, but yes, if you can do that, that'd be great.

Speaker speaker_1: Okay. Uh, what's the last four of their Social?

Speaker speaker_2: Oh, God, I don't remember that part. It... Oh, I don't have their Social. Do I have it anywhere else? Let's see.

Speaker speaker_3: Keep them on hold for Social?

Speaker speaker_2: No, I don't have their Social.

Speaker speaker_1: Okay. Um, what's their first and last name?

Speaker speaker_2: It's Solita, S-O-L-I-T-A. Last name is Peck, P-E-C-H.

Speaker speaker_1: Can you verify their date of birth and address?

Speaker speaker_2: 2/1/1954 and their address is 5548 Bennett Avenue Southeast in Auburn, Washington 98092. See if we have a copy of their card.

Speaker speaker_1: I don't think I... You said the date of birth is 2/1/1954 is it?

Speaker speaker_2: 199- 1994.

Speaker speaker_1: Okay. It's the 2/1/1994. And then, um, what was the address again?

Speaker speaker_2: Oh, we don't have a copy of the card. It is 5548 Bennett Avenue Southeast-

Speaker speaker_1: Okay.

Speaker speaker_2: ... in Auburn, Washington 98092.

Speaker speaker_1: Okay. For some reason I have 5518 Bennett Avenue. Um, just to make sure this is the right file, do you have their phone number by chance?

Speaker speaker_2: Uh, phone number I have is... Contact numbers, 425-948-0873.

Speaker speaker_1: Okay. So it looks like they have a medical plan with American Public Life. Um, so let me give you their phone number. It is 800-256-8606.

Speaker speaker_2: Okay. I will give them a call. Thank you so much for your help.

Speaker speaker_1: Yes, ma'am. You have a wonderful day.

Speaker speaker_2: You too. Mm- bye-bye.

Speaker speaker_1: Bye-bye.