

## **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 and a Card, this is Chris. How can I help you today? Hi, Chris. This is Tammy calling from Norton Hospital. I have a patient that has Beach Street listed as his insurance and I was just needing to verify what type of insurance this is. You said Beach Street? Uh-huh. Yeah. This is Benefits and a Card, we're not... I'm not sure who Beach Street is. Uh, can I give you an ID number and maybe they just have it listed wrong? Mm. So that wouldn't help me at all because we're just an enrollment administrator. We're not the a- insurance company itself. We- Okay. We're, we're not, we're not in charge of actually handling the coverage itself. We just help them enroll into it. Gotcha. All right. Thank you so much. You have a great day. You as well. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Hi, Chris. This is Tammy calling from Norton Hospital. I have a patient that has Beach Street listed as his insurance and I was just needing to verify what type of insurance this is.

Speaker speaker\_1: You said Beach Street?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Yeah. This is Benefits and a Card, we're not... I'm not sure who Beach Street is.

Speaker speaker\_2: Uh, can I give you an ID number and maybe they just have it listed wrong?

Speaker speaker\_1: Mm. So that wouldn't help me at all because we're just an enrollment administrator. We're not the a- insurance company itself. We-

Speaker speaker\_2: Okay.

Speaker speaker\_1: We're, we're not, we're not in charge of actually handling the coverage itself. We just help them enroll into it.

Speaker speaker\_2: Gotcha. All right. Thank you so much. You have a great day.

Speaker speaker\_1: You as well. Thank you.