

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 on a Card. This is Chris. How can I help you today? Hello, Chris. This is Kane from Mercy Health. I am just looking for some information about claims. Okay. So unfortunately, I would not be able to help with claim status. We are just the enrollment administrator, um, for the patient's place of employment and as such, we don't have claims information here. Um- Oh, okay. ... best I can do is check to see what insurance plan your patient has and give you the phone number to that carrier so you can reach out to them for claims. Oh, okay. Okay. Um- So do... We need, um, insurance, uh, IDs for, for example, to, to make the... to confirm the, the information, right? No, sir. That's not... So, what, what I would need is just the patient's first and last name because the ID is something- Okay. ... from the insurance carrier and we are not the insurance carrier. Um- All right. ...I can pull up- At this moment- Sorry, go ahead. No worries. No worries. Uh, I don't... Uh, at this moment, eh, I don't have that information so I give you a call, eh, when I have it. So... Okay. No worries. Thanks so much. All right. Have a good day. Have a good day.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hello, Chris. This is Kane from Mercy Health. I am just looking for some information about claims.

Speaker speaker_1: Okay. So unfortunately, I would not be able to help with claim status. We are just the enrollment administrator, um, for the patient's place of employment and as such, we don't have claims information here. Um-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... best I can do is check to see what insurance plan your patient has and give you the phone number to that carrier so you can reach out to them for claims.

Speaker speaker_2: Oh, okay. Okay.

Speaker speaker_1: Um-

Speaker speaker_2: So do... We need, um, insurance, uh, IDs for, for example, to, to make the... to confirm the, the information, right?

Speaker speaker_1: No, sir. That's not... So, what, what I would need is just the patient's first and last name because the ID is something-

Speaker speaker_2: Okay.

Speaker speaker_1: ... from the insurance carrier and we are not the insurance carrier. Um-

Speaker speaker_2: All right.

Speaker speaker_1: ...I can pull up-

Speaker speaker_2: At this moment-

Speaker speaker_1: Sorry, go ahead.

Speaker speaker_2: No worries. No worries. Uh, I don't... Uh, at this moment, eh, I don't have that information so I give you a call, eh, when I have it. So...

Speaker speaker_1: Okay.

Speaker speaker_2: No worries. Thanks so much.

Speaker speaker_1: All right. Have a good day.

Speaker speaker_2: Have a good day.