

Transcript: Chris Sofield

(deactivated)-4749767483113472-4976634635010048

Full Transcript

How can I help you? Hi. Hello? Hello. Thank you for calling Benefits and Card. This is Chris. How can I help you today? Hi. My name is Make. I'm looking for the claim status. Okay. We are not the insurance carrier, so we do not have a claims department. The only thing I can do is pull up your file- your patient's file in our system as the administrator of their enrollment and then see who you would need to call to get that information. Um- Okay. ... what is the patient's first and last name? It's Maridesir. Can you spell that for me? M-A-R-I-E and last name is D-E-S-I-R. D-E-S-I-R you said? Yes. And her date of birth? 15/08/1971. I'm sorry. I'm having a hard time hearing you over all of the background noise. What was that? It's 15/08/1971. Okay. All right. So like I said, you are going to have to get in- you're, you are going to have to call a different company to get assistance with this. The phone number you need to call, let me know when you're ready. Mm-hmm. Yeah. That is 800- Mm-hmm. ... 256-8606. Mm-hmm. 8... 86- 0-6. ... 06. Okay. All right. Yeah. Thank you. You're welcome. Have a good day.

Conversation Format

Speaker speaker_0: How can I help you?

Speaker speaker_1: Hi. Hello?

Speaker speaker_0: Hello. Thank you for calling Benefits and Card. This is Chris. How can I help you today?

Speaker speaker_1: Hi. My name is Make. I'm looking for the claim status.

Speaker speaker_0: Okay. We are not the insurance carrier, so we do not have a claims department. The only thing I can do is pull up your file- your patient's file in our system as the administrator of their enrollment and then see who you would need to call to get that information. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... what is the patient's first and last name?

Speaker speaker_1: It's Maridesir.

Speaker speaker_0: Can you spell that for me?

Speaker speaker_1: M-A-R-I-E and last name is D-E-S-I-R.

Speaker speaker_0: D-E-S-I-R you said?

Speaker speaker_1: Yes.

Speaker speaker_0: And her date of birth?

Speaker speaker_1: 15/08/1971.

Speaker speaker_0: I'm sorry. I'm having a hard time hearing you over all of the background noise. What was that?

Speaker speaker_1: It's 15/08/1971.

Speaker speaker_0: Okay. All right. So like I said, you are going to have to get in- you're, you are going to have to call a different company to get assistance with this. The phone number you need to call, let me know when you're ready.

Speaker speaker_1: Mm-hmm. Yeah.

Speaker speaker_0: That is 800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 256-8606.

Speaker speaker_1: Mm-hmm. 8... 86-

Speaker speaker_0: 0-6.

Speaker speaker_1: ... 06. Okay.

Speaker speaker_0: All right. Yeah.

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome. Have a good day.