Transcript: Chris Sofield (deactivated)-4772508512337920-4595374514814976

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? Yes, this is Caitlin calling from Owensboro Health, and I just need to verify eligibility on a patient. Okay. What's the patient's first and last name? It is Timothy, and then it's Ipock. It's I, P as in, uh, Pau- uh, hall, O-C-K. One moment. Okay. You said first name Timothy? Yes. Okay. We're not showing anyone in our system by the name Timothy Ipock. So I'm not sure how- Uh... Hmm? Sorry. Uh, looks like you guys might have Ipeck on the card. So it's I-P-E-C-K. Let's try that way. I-P-E-C-K? Yeah. That is still not showing any results. Okay. Yeah, unfortunately- Um... ... I really wouldn't be able to help then. Okay. Uh, well, I appreciate you looking. No problem. Thanks for calling and have a good day. You too. Bye now. Bye.

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: Yes, this is Caitlin calling from Owensboro Health, and I just need to verify eligibility on a patient.

Speaker speaker_1: Okay. What's the patient's first and last name?

Speaker speaker_2: It is Timothy, and then it's Ipock. It's I, P as in, uh, Pau- uh, hall, O-C-K.

Speaker speaker_1: One moment.

Speaker speaker_2: Okay.

Speaker speaker_1: You said first name Timothy?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. We're not showing anyone in our system by the name Timothy Ipock. So I'm not sure how-

Speaker speaker_2: Uh...

Speaker speaker_1: Hmm?

Speaker speaker_2: Sorry. Uh, looks like you guys might have Ipeck on the card. So it's I-P-E-C-K. Let's try that way.

Speaker speaker_1: I-P-E-C-K?

Speaker speaker_2: Yeah.

Speaker speaker_1: That is still not showing any results.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah, unfortunately-

Speaker speaker_2: Um...

Speaker speaker_1: ... I really wouldn't be able to help then.

Speaker speaker_2: Okay. Uh, well, I appreciate you looking.

Speaker speaker_1: No problem. Thanks for calling and have a good day.

Speaker speaker_2: You too.

Speaker speaker_1: Bye now.

Speaker speaker_2: Bye.