

## **Transcript: Chris Sofield (deactivated)-4952994982084608-4723625994960896**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Uh, yes. And this is John from provider office and I just want to check the status of a claim. Okay. So I cannot help with claim status directly. We are just an enrollment administrator. Mm-hmm. Only thing I can do is pull up the patient's, uh, file in our system, see who the carrier is and give you the phone number of that carrier. Uh, what's the- Mm... ... patient's first and last name? Like, if possible, can you transfer the call to the correct department so that I can, uh... I, it's, it's an entirely different company you need to call. It's not a department in this company, it's an entirely different company. Okay. Okay. Okay. So can you provide me the contact number? Well, that's... I need information from you first to see who you need to contact. Okay. What, what's the patient's- Okay. Okay. Okay. ... first and last name? It is Eric Wimberly. Wimberly? Yes. Okay. And Mr. Wimberly's date of birth? It is September 29 of 1965. Okay. All right. Let me know when you're ready for the phone number. Mm... Yes. 800-256-8606. Okay. Thank you. Yes, sir. Have a good day. 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 in a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Uh, yes. And this is John from provider office and I just want to check the status of a claim.

Speaker speaker\_1: Okay. So I cannot help with claim status directly. We are just an enrollment administrator.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Only thing I can do is pull up the patient's, uh, file in our system, see who the carrier is and give you the phone number of that carrier. Uh, what's the-

Speaker speaker\_2: Mm...

Speaker speaker\_1: ... patient's first and last name?

Speaker speaker\_2: Like, if possible, can you transfer the call to the correct department so that I can, uh...

Speaker speaker\_1: I, it's, it's an entirely different company you need to call. It's not a department in this company, it's an entirely different company.

Speaker speaker\_2: Okay. Okay. Okay. So can you provide me the contact number?

Speaker speaker\_1: Well, that's... I need information from you first to see who you need to contact.

Speaker speaker\_2: Okay.

Speaker speaker\_1: What, what's the patient's-

Speaker speaker\_2: Okay. Okay. Okay.

Speaker speaker\_1: ... first and last name?

Speaker speaker\_2: It is Eric Wimberly.

Speaker speaker\_1: Wimberly?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And Mr. Wimberly's date of birth?

Speaker speaker\_2: It is September 29 of 1965.

Speaker speaker\_1: Okay. All right. Let me know when you're ready for the phone number.

Speaker speaker\_2: Mm... Yes.

Speaker speaker\_1: 800-256-8606.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: Yes, sir. Have a good day.

Speaker speaker\_2: Thank you.