

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. My name is Brittany. I'm calling from Lexington Family Medicine. I was trying to vel- um, I'm sorry, trying to verify benefits for a patient. Okay. What's the patient's first and last name? Lance McDaniels, and date of birth is 1/10/'71. One moment. Lynn McDaniels? Uh-huh. It's, it's spelled L-A-N-I-C-E. L-A-N-I-C-E, that's the first name? Yes. Okay. And last name McDaniels, you said? Yes. I'm not showing this person in our system at all, so I'm not sure how you were directed to get in contact with us to verify any benefits for them. Um, as far as I can tell, they don't exist to us. Hmm. It's on the card. He submitted a card. Let me see what the front of his card has on it, 'cause I called the number off of the card and then she said that she was the pharmacy side, the medical side would be you all. Let me see. Hmm. And I saw it, 'cause his name is spelled wrong on his insurance card. It's spelled L-A-N-C-E, and the last name McDaniels, M-C-D-A-I... I'm sorry, D-A-N-I-E-L-S. Lance McDaniels. Yeah, still even with, even with that, still a, uh, still not, not existing in our system. All right. I'll put it down. All right. Thank you again for calling and have a good day. You too. Bye-bye. Bye now.

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. My name is Brittany. I'm calling from Lexington Family Medicine. I was trying to vel- um, I'm sorry, trying to verify benefits for a patient.

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

Speaker speaker_2: Lance McDaniels, and date of birth is 1/10/'71.

Speaker speaker_1: One moment. Lynn McDaniels?

Speaker speaker_2: Uh-huh. It's, it's spelled L-A-N-I-C-E.

Speaker speaker_1: L-A-N-I-C-E, that's the first name?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And last name McDaniels, you said?

Speaker speaker_2: Yes.

Speaker speaker_1: I'm not showing this person in our system at all, so I'm not sure how you were directed to get in contact with us to verify any benefits for them. Um, as far as I can tell, they don't exist to us.

Speaker speaker_2: Hmm. It's on the card. He submitted a card. Let me see what the front of his card has on it, 'cause I called the number off of the card and then she said that she was the pharmacy side, the medical side would be you all. Let me see. Hmm. And I saw it, 'cause his name is spelled wrong on his insurance card. It's spelled L-A-N-C-E, and the last name McDaniels, M-C-D-A-I... I'm sorry, D-A-N-I-E-L-S.

Speaker speaker_1: Lance McDaniels. Yeah, still even with, even with that, still a, uh, still not, not existing in our system.

Speaker speaker_2: All right. I'll put it down.

Speaker speaker_1: All right. Thank you again for calling and have a good day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye now.