

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hi, my name is JD. I'm calling from provider office regarding claim status. Can you please spell your name for me? My name is Chris, C-H-R-I-S. Okay, thank you. All right. And we do not ha- uh, so we are just the enrollment administrator for your patient's place of employment. We would not have any claims information here. Uh, we don't have a claims department or anything like that. The only thing I can do is see... uh, is check to see if your patient has a file in our system, see who the insurance carrier actually is, and then direct you to give them a call for assistance with claims information. Uh, what is- Okay. So can you please transfer my call to? E, we, we do not have the cl- we're not the claims department. We have nothing to do with them or anything like that. So again, all I can do is give you the phone number to the, to the actual company that you need to call. It's a completely different company entirely. Um- Okay, thank you. So what, what is your pa- Can you please forward me a contact number? Well, I need to see who, who you would need to call first. I need to check to see if your patient even exists in our system first. What's the patient's name? The patient's first name is Sharon and the last name is Harold, and the date of birth is May 5th, 1962. You said the fir- the first name Sharon, S-H-A-R-O-N? Yes, correct. Last name Harold, H-A-R-O-L-D? H-A-R-R-O-D. Yes, correct. Oh, Harrod. Okay. One moment. Okay. And so it looks like, based off the information I show, this person only had insurance a couple of... like, for maybe three weeks out of, out of last year. When was the, when was the date of service? February 12th, 2024. February 12th, 2024? Yes, correct. Okay. All right. So cover- so yeah. All right, cool. So this is the phone number that you'll need to call. Let me know when you're ready. Uh, just a moment. Uh, yes. The number to call is 800-256-8606. 8606. Correct. Okay, thank you. You're welcome. Thank you so much for your assistance. Have a great day. Bye-bye. You too. Bye now.

Conversation Format

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

Speaker speaker_1: Hi, my name is JD. I'm calling from provider office regarding claim status. Can you please spell your name for me?

Speaker speaker_0: My name is Chris, C-H-R-I-S.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: All right. And we do not ha- uh, so we are just the enrollment administrator for your patient's place of employment. We would not have any claims information here. Uh, we don't have a claims department or anything like that. The only thing I can do is see... uh, is check to see if your patient has a file in our system, see who the insurance carrier actually is, and then direct you to give them a call for assistance with claims information. Uh, what is-

Speaker speaker_1: Okay. So can you please transfer my call to?

Speaker speaker_0: E, we, we do not have the cl- we're not the claims department. We have nothing to do with them or anything like that. So again, all I can do is give you the phone number to the, to the actual company that you need to call. It's a completely different company entirely. Um-

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: So what, what is your pa-

Speaker speaker_1: Can you please forward me a contact number?

Speaker speaker_0: Well, I need to see who, who you would need to call first. I need to check to see if your patient even exists in our system first. What's the patient's name?

Speaker speaker_1: The patient's first name is Sharon and the last name is Harold, and the date of birth is May 5th, 1962.

Speaker speaker_0: You said the fir- the first name Sharon, S-H-A-R-O-N?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: Last name Harold, H-A-R-O-L-D?

Speaker speaker_1: H-A-R-R-O-D. Yes, correct.

Speaker speaker_0: Oh, Harrod. Okay. One moment. Okay. And so it looks like, based off the information I show, this person only had insurance a couple of... like, for maybe three weeks out of, out of last year. When was the, when was the date of service?

Speaker speaker_1: February 12th, 2024.

Speaker speaker_0: February 12th, 2024?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: Okay. All right. So cover- so yeah. All right, cool. So this is the phone number that you'll need to call. Let me know when you're ready.

Speaker speaker_1: Uh, just a moment. Uh, yes.

Speaker speaker_0: The number to call is 800-256-8606.

Speaker speaker_1: 8606.

Speaker speaker_0: Correct.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Thank you so much for your assistance. Have a great day. Bye-bye.

Speaker speaker_0: You too. Bye now.