

## **Transcript: Chris Sofield**

**(deactivated)-5685258521722880-6249498307510272**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hey, Chris. I don't know if I'm calling the right place. I'm calling to check on a claim status. I'm sorry, I'm having a very hard time hearing you. It sounds like you're very far away from your phone or headset or whatever it is. Can, can you hear me now? Yeah, that's a little better. How can I help you? I'm calling to check on a claim status and that's... I'm just not sure if I'm calling the right place. Okay. So unfortunately, I can't help with claim status directly. We're the, we're just the enrollment administrator for the patient's place of employment. However, I can check their file in our system and see who the carrier is and then I can give you the right number to call. Yeah. Okay. All right. What's the patient's first and last name? First name is R... Ramon, R-A-M-O-N. Okay. Last name, last name, P-E-R-E-Z. And Mr. Perez's date of birth? It is 2-3-1986. 2-3 of 86. Okay. And what was the- I have a, I have a member- Sorry, go ahead. I have a member ID, but... I have a member ID. Unfortunately, that wouldn't help me with anything as again, we're just the enrollment admin. Um, ID numbers are going to be- Yeah. Yeah. ... for the carrier itself and that's not going to be anything that we can help with. Okay. Um, I was able to locate the file, it looks like. Um, can you just confirm- Okay. ... just so I'm making sure I'm not leading you in a wild goose chase? Uh, what was the date of service? It is January 7th, 2025. Okay. I was just checking to make sure that... uh, so I was just checking to make sure that, that we can, we could confirm that they had active coverage on that day before I provide you with the phone number to the carrier. Uh, let me know when you're ready. Looks like they did have active coverage that day. Okay. I'm ready. All right, so the number to call is going to be 800- Mm-hmm. ... 833- Okay. ... 4296. And when you call that number press option one. That'll get you to where you need to go. Okay. I called this... that, that's what I, that's the way I called. Okay. Um, yeah. So I just- Okay. I just clicked- You, you- I just clicked the wrong... Yeah, you must've just pressed the wrong option. Call that number back and press option one and that should get you where you need to go. All right.

### **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: Hey, Chris. I don't know if I'm calling the right place. I'm calling to check on a claim status.

Speaker speaker\_0: I'm sorry, I'm having a very hard time hearing you. It sounds like you're very far away from your phone or headset or whatever it is.

Speaker speaker\_1: Can, can you hear me now?

Speaker speaker\_0: Yeah, that's a little better. How can I help you?

Speaker speaker\_1: I'm calling to check on a claim status and that's... I'm just not sure if I'm calling the right place.

Speaker speaker\_0: Okay. So unfortunately, I can't help with claim status directly. We're the, we're just the enrollment administrator for the patient's place of employment. However, I can check their file in our system and see who the carrier is and then I can give you the right number to call.

Speaker speaker\_1: Yeah. Okay.

Speaker speaker\_0: All right. What's the patient's first and last name?

Speaker speaker\_1: First name is R... Ramon, R-A-M-O-N.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Last name, last name, P-E-R-E-Z.

Speaker speaker\_0: And Mr. Perez's date of birth?

Speaker speaker\_1: It is 2-3-1986.

Speaker speaker\_0: 2-3 of 86. Okay. And what was the-

Speaker speaker\_1: I have a, I have a member-

Speaker speaker\_0: Sorry, go ahead.

Speaker speaker\_1: I have a member ID, but... I have a member ID.

Speaker speaker\_0: Unfortunately, that wouldn't help me with anything as again, we're just the enrollment admin. Um, ID numbers are going to be-

Speaker speaker\_1: Yeah. Yeah.

Speaker speaker\_0: ... for the carrier itself and that's not going to be anything that we can help with.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, I was able to locate the file, it looks like. Um, can you just confirm-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... just so I'm making sure I'm not leading you in a wild goose chase? Uh, what was the date of service?

Speaker speaker\_1: It is January 7th, 2025.

Speaker speaker\_0: Okay. I was just checking to make sure that... uh, so I was just checking to make sure that, that we can, we could confirm that they had active coverage on that day

before I provide you with the phone number to the carrier. Uh, let me know when you're ready. Looks like they did have active coverage that day.

Speaker speaker\_1: Okay. I'm ready.

Speaker speaker\_0: All right, so the number to call is going to be 800-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 833-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... 4296. And when you call that number press option one. That'll get you to where you need to go.

Speaker speaker\_1: Okay. I called this... that, that's what I, that's the way I called.

Speaker speaker\_0: Okay. Um, yeah. So I just-

Speaker speaker\_1: Okay. I just clicked-

Speaker speaker\_0: You, you-

Speaker speaker\_1: I just clicked the wrong...

Speaker speaker\_0: Yeah, you must've just pressed the wrong option. Call that number back and press option one and that should get you where you need to go.

Speaker speaker\_1: All right.