Transcript: Chris Sofield (deactivated)-5972570549829632-6068139544854528

Full Transcript

Thank you for calling Benefits on a Card., this is Chris. How can I help you today? Yeah. Hi, Chris. My name is Steve, calling from office. Want to check for the claim status. Okay. We are, uh, we are only an enrollment administrator. We do not have a claims department here, and it's, uh, we are not the insurance carrier. The only thing I can do is pull up your patient's file in our system, see who the insurance carrier is and give you the phone number to call that company. Uh, what's the- Okay. ... patient's first and last name? His name, first name is Alfredo and last name is, uh, Ramirez. The date of birth is October 21 of 1970. You said h- the name was Alfredo Ramirez? Yes. And the date of birth, what was the date of birth again? October 21 of 1970. That is 10/21/1970. Are you saying 1970 or 1930? Seven zero. Seven zero. Yes. And Alfredo, A-L-F-R-E-D-O? Yes. Ramirez, R-A-M-I-R-E-Z? Yes, that is correct. Okay. It doesn't look like this person exists in our system, so I cannot help you. Yeah, okay. Just tell me the number and the name. Again, I cannot help you. This person does not exist in our system. Okay. Can I see the number ready? That cannot help me, because we are, we are an enrollment administrator. The pa- well, any policy number cannot, we, we cannot use to pull up any information. Okay. So, I, I'm not sure how you were directed to call us, but we cannot help you. Yeah, okay. Thank you so much. Yes, sir. Have a good day. Yeah, bye-bye.

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: Yeah. Hi, Chris. My name is Steve, calling from office. Want to check for the claim status.

Speaker speaker_0: Okay. We are, uh, we are only an enrollment administrator. We do not have a claims department here, and it's, uh, we are not the insurance carrier. The only thing I can do is pull up your patient's file in our system, see who the insurance carrier is and give you the phone number to call that company. Uh, what's the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... patient's first and last name?

Speaker speaker_1: His name, first name is Alfredo and last name is, uh, Ramirez. The date of birth is October 21 of 1970.

Speaker speaker_0: You said h- the name was Alfredo Ramirez?

Speaker speaker_1: Yes.

Speaker speaker_0: And the date of birth, what was the date of birth again?

Speaker speaker_1: October 21 of 1970. That is 10/21/1970.

Speaker speaker_0: Are you saying 1970 or 1930?

Speaker speaker_1: Seven zero.

Speaker speaker_0: Seven zero.

Speaker speaker_1: Yes.

Speaker speaker_0: And Alfredo, A-L-F-R-E-D-O?

Speaker speaker_1: Yes.

Speaker speaker_0: Ramirez, R-A-M-I-R-E-Z?

Speaker speaker_1: Yes, that is correct.

Speaker speaker_0: Okay. It doesn't look like this person exists in our system, so I cannot help you.

Speaker speaker_1: Yeah, okay. Just tell me the number and the name.

Speaker speaker_0: Again, I cannot help you. This person does not exist in our system.

Speaker speaker_1: Okay. Can I see the number ready?

Speaker speaker_0: That cannot help me, because we are, we are an enrollment administrator. The pa- well, any policy number cannot, we, we cannot use to pull up any information.

Speaker speaker_1: Okay.

Speaker speaker_0: So, I, I'm not sure how you were directed to call us, but we cannot help you.

Speaker speaker_1: Yeah, okay. Thank you so much.

Speaker speaker_0: Yes, sir. Have a good day.

Speaker speaker_1: Yeah, bye-bye.