

## **Transcript: Chris Sofield**

**(deactivated)-5982793737388032-6667716735483904**

### **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? Hi, Chris. This is Yaser. I'm calling from provider's office for claim status. How you doing? I'm doing all right, sir. Um, so unfortunately, I cannot directly help with claims information as we are just an enrollment administrator. We wouldn't have access to that information here. Um, but what I can do, is I can pull up the patient file in our system, see who the actual insurance company is and give you the phone number to that company. Um, what is- Okay, sure. Uh, what's the patient's first and last name? The first name is Jordan, J-O-R-D-A-N. And the last name is Phillips, P-H-I-L-L-I-P-S. Jordan Phillips. Okay. And, uh, their date of birth? Date of birth is October 22nd, 1987. October 22nd of '87. Okay. Got it. Yeah. One moment. Okay. Okay. So let me know when you're ready. I'll give you the phone number to the company you need to call. Okay, I'm ready. That is 800- Hmm. ... 256- 256. ... 8606. 8606. Okay. Can you transfer over there? That's a different company. I really wouldn't be able to do that. Um, just give them a call, they should be able to help you. Okay, Chris. Thank you so much. You're welcome. Have a good day. Have a good day. Bye-bye.

### **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: Hi, Chris. This is Yaser. I'm calling from provider's office for claim status. How you doing?

Speaker speaker\_1: I'm doing all right, sir. Um, so unfortunately, I cannot directly help with claims information as we are just an enrollment administrator. We wouldn't have access to that information here. Um, but what I can do, is I can pull up the patient file in our system, see who the actual insurance company is and give you the phone number to that company. Um, what is-

Speaker speaker\_2: Okay, sure.

Speaker speaker\_1: Uh, what's the patient's first and last name?

Speaker speaker\_2: The first name is Jordan, J-O-R-D-A-N. And the last name is Phillips, P-H-I-L-L-I-P-S.

Speaker speaker\_1: Jordan Phillips. Okay. And, uh, their date of birth?

Speaker speaker\_2: Date of birth is October 22nd, 1987.

Speaker speaker\_1: October 22nd of '87. Okay. Got it.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: One moment.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. So let me know when you're ready. I'll give you the phone number to the company you need to call.

Speaker speaker\_2: Okay, I'm ready.

Speaker speaker\_1: That is 800-

Speaker speaker\_2: Hmm.

Speaker speaker\_1: ... 256-

Speaker speaker\_2: 256.

Speaker speaker\_1: ... 8606.

Speaker speaker\_2: 8606. Okay. Can you transfer over there?

Speaker speaker\_1: That's a different company. I really wouldn't be able to do that. Um, just give them a call, they should be able to help you.

Speaker speaker\_2: Okay, Chris. Thank you so much.

Speaker speaker\_1: You're welcome. Have a good day.

Speaker speaker\_2: Have a good day. Bye-bye.