

Transcript: Chris Sofield (deactivated)-6018124095635456-5094745285017600

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. This is Chris, how can I help you today? Oh, sorry, my voice is getting in and out. Can you just speak clearly? Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Oh, nice. Hi, this is Chris calling behalf of on a claim status. Okay. So we cannot help with claim status directly. We're just the enrollment administrator for your patient's place of employment. Best we can do is check to see who the actual insurance company is and direct you to contact them. Um, what is- Sure. ... your patient's first and last name? Patient first name is Sharon and last name is Harrod. What was the last name again? Harrod, Harrod. Can you spell it for me? What? Can you spell the last name, sir? Yeah. Yes. It's H-A-R-R-O-R-O-D-D. And you said the first name was Sharon? Yes. Okay. And her, uh, date of birth? Date of birth is, uh, May 5th of 1962. Thank you. And what was the date of c- uh, the date of service? Date of service is February 12th of '24. February 12th of '24? Okay. Yes. Let me see if she had active coverage at that time and if she did, who you need to call. Okay. So- ... uh, you'll... All right, listen again, the only thing I can do is give you the phone number to the insurance company. You'll have to call them and ask them for claim status, but let me know when you're ready for that phone number. Yeah, I'm ready. It is 800- Mm-hmm. ... 256- Mm-hmm. ... 8606. And the carrier's name? The carrier's name is American Public Life. Okay. Thank you so much. All right. Have a great day. You as well. Bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: This is Chris, how can I help you today?

Speaker speaker_2: Oh, sorry, my voice is getting in and out. Can you just speak clearly?

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Chris. How can I help you today?

Speaker speaker_2: Oh, nice. Hi, this is Chris calling behalf of

Speaker speaker_3: on a claim status.

Speaker speaker_1: Okay. So we cannot help with claim status directly. We're just the enrollment administrator for your patient's place of employment. Best we can do is check to see who the actual insurance company is and direct you to contact them. Um, what is-

Speaker speaker_2: Sure.

Speaker speaker_1: ... your patient's first and last name?

Speaker speaker_2: Patient first name is Sharon and last name is Harrod.

Speaker speaker_1: What was the last name again?

Speaker speaker_2: Harrod, Harrod.

Speaker speaker_3: Can you spell it for me?

Speaker speaker_2: What?

Speaker speaker_1: Can you spell the last name, sir?

Speaker speaker_2: Yeah. Yes. It's H-A-R-R-O-R-O-D-D.

Speaker speaker_1: And you said the first name was Sharon?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And her, uh, date of birth?

Speaker speaker_2: Date of birth is, uh, May 5th of 1962.

Speaker speaker_1: Thank you. And what was the date of c- uh, the date of service?

Speaker speaker_2: Date of service is February 12th of '24.

Speaker speaker_1: February 12th of '24? Okay.

Speaker speaker_2: Yes.

Speaker speaker_1: Let me see if she had active coverage at that time and if she did, who you need to call. Okay. So- ... uh, you'll... All right, listen again, the only thing I can do is give you the phone number to the insurance company. You'll have to call them and ask them for claim status, but let me know when you're ready for that phone number.

Speaker speaker_2: Yeah, I'm ready.

Speaker speaker_1: It is 800-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 256-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 8606.

Speaker speaker_2: And the carrier's name?

Speaker speaker_1: The carrier's name is American Public Life.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: All right.

Speaker speaker_2: Have a great day.

Speaker speaker_1: You as well. Bye now.