

## Transcript: Chris Sofield

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### 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. Hi. This is Roi calling from ... office. I need the patient eligibility information. Okay. What's the patient's first and last name? The patient first name is, um, Frank, last name is McLine. M-C-L-A-N-E? M-C-L-A... M-C C-L-A-I-N. McLine. McLine. Okay. Okay, McLine. All right. And what's Mr. McLine's date of birth? Uh, August 3rd of 1977. August 3rd is... And you said first name was Frank? August 3... Frank, yes, you got it. Okay. We don't seem to have that person in our system so I would not be able to help you. Um, actually you are, uh, MAU Workforce Solutions, right? This is not MAU. You're using the benefits- This is Benefits in a Card. Yeah. So, so this, this is not MAU, this is Benefits in a Card. We are a... We are a plan administrator for the health insurance benefits for MAU. However, this person does not exist in our system so I cannot help you. There's no, there's no information I have to give you. It doesn't exist. So this person was... The person information was... Your system exists, right? The person does not exist in our system. I cannot help you. I, I cannot give you information that doesn't exist. Uh, also, this card... For the card, I have only this contact number, so how to begin I get the eligibility information? I'm- You said, uh- I'm not sure how they have- ... number information is sent to the system. I'm not sure how they... how they were able to provide you with a way to get in contact with us. I... We do not have this person in our system so I cannot help you. Mm... Okay. All right. Have a good day, sir. Yeah. Thank you. 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. Hi. This is Roi calling from ... office. I need the patient eligibility information.

Speaker speaker\_1: Okay. What's the patient's first and last name?

Speaker speaker\_2: The patient first name is, um, Frank, last name is McLine.

Speaker speaker\_1: M-C-L-A-N-E?

Speaker speaker\_2: M-C-L-A... M-C C-L-A-I-N. McLine. McLine.

Speaker speaker\_1: Okay. Okay, McLine. All right. And what's Mr. McLine's date of birth?

Speaker speaker\_2: Uh, August 3rd of 1977.

Speaker speaker\_1: August 3rd is... And you said first name was Frank?

Speaker speaker\_2: August 3... Frank, yes, you got it.

Speaker speaker\_1: Okay. We don't seem to have that person in our system so I would not be able to help you.

Speaker speaker\_2: Um, actually you are, uh, MAU Workforce Solutions, right?

Speaker speaker\_1: This is not MAU.

Speaker speaker\_2: You're using the benefits-

Speaker speaker\_1: This is Benefits in a Card. Yeah. So, so this, this is not MAU, this is Benefits in a Card. We are a... We are a plan administrator for the health insurance benefits for MAU. However, this person does not exist in our system so I cannot help you. There's no, there's no information I have to give you. It doesn't exist.

Speaker speaker\_2: So this person was... The person information was... Your system exists, right?

Speaker speaker\_1: The person does not exist in our system. I cannot help you. I, I cannot give you information that doesn't exist.

Speaker speaker\_2: Uh, also, this card... For the card, I have only this contact number, so how to begin I get the eligibility information?

Speaker speaker\_1: I'm-

Speaker speaker\_2: You said, uh-

Speaker speaker\_1: I'm not sure how they have-

Speaker speaker\_2: ... number information is sent to the system.

Speaker speaker\_1: I'm not sure how they... how they were able to provide you with a way to get in contact with us. I... We do not have this person in our system so I cannot help you.

Speaker speaker\_2: Mm... Okay.

Speaker speaker\_1: All right. Have a good day, sir.

Speaker speaker\_2: Yeah. Thank you. Bye.