Transcript: Chris Sofield (deactivated)-6296053000486912-5831385991659520

Full Transcript

Thank you for calling Benefits on a Card., this is Chris. How can I help you today? Hi, Chris. My name is Angela, I'm calling from Emory University Hospital in Midtown. How you doing today, Chris? I'm doing all right, ma'am. And yourself? I'm fine. Chris, I'm calling regarding claim status please, sir. All right. So, unfortunately, I can't help with claim status directly. We're just the enrollment admin for your patient's place of employment, and as such, we don't have access to that information. What I can do is I can pull your patient up in our system and see who the actual insurance company is, that way I can get you, like, I can get you the information to get in contact with them to get that, to get that answer. That'll be just fine, Chris. I appreciate it. No problem. Let me know when you're ready for the information. Yes, sir. Yes, ma'am. What's the patient's first and last name? Brandon, B- Bra- Br- Brandon, B-R-A-N-D-O... B-R-A-N-D-O-N, Brandon Kingsley, born 1/25/1987. Brandon. You said last name Kingsley? Yes. It's Kinsey. K-I-N-S-E-Y. Yeah, Kinsey. Oh, Kinsey. Okay. One moment. And you said the date of birth was? 01/25/'87. Okay, thank you. All right. Okay, so yeah, for, uh, for any claims information, you'll need to get in contact with American Public Life directly. Let me know when you're ready, I'll give you their phone number. Yes. What's that number, sir? Their number is 800-256-8606. Thank you so much for gathering that information. Do I hang up or can you transfer? But I need to hang up and call back. Uh, I can, I should be able to transfer you on over to them. Okay, that's fine. Thank you. No problem. Anything else before I get that set up? No, that'll be all and thank you so much for your help. You're very welcome. Thanks again for calling, and please hold for your transfer. Thank you. Mm-hmm.

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: Hi, Chris. My name is Angela, I'm calling from Emory University Hospital in Midtown. How you doing today, Chris?

Speaker speaker_0: I'm doing all right, ma'am. And yourself?

Speaker speaker_1: I'm fine. Chris, I'm calling regarding claim status please, sir.

Speaker speaker_0: All right. So, unfortunately, I can't help with claim status directly. We're just the enrollment admin for your patient's place of employment, and as such, we don't have access to that information. What I can do is I can pull your patient up in our system and see who the actual insurance company is, that way I can get you, like, I can get you the

information to get in contact with them to get that, to get that answer.

Speaker speaker_1: That'll be just fine, Chris. I appreciate it.

Speaker speaker_0: No problem.

Speaker speaker_1: Let me know when you're ready for the information. Yes, sir.

Speaker speaker_0: Yes, ma'am. What's the patient's first and last name?

Speaker speaker_1: Brandon, B- Bra- Br- Brandon, B-R-A-N-D-O... B-R-A-N-D-O-N, Brandon Kingsley, born 1/25/1987.

Speaker speaker_0: Brandon. You said last name Kingsley?

Speaker speaker_1: Yes. It's Kinsey. K-I-N-S-E-Y. Yeah, Kinsey.

Speaker speaker_0: Oh, Kinsey. Okay. One moment. And you said the date of birth was?

Speaker speaker_1: 01/25/'87.

Speaker speaker_0: Okay, thank you. All right. Okay, so yeah, for, uh, for any claims information, you'll need to get in contact with American Public Life directly. Let me know when you're ready, I'll give you their phone number.

Speaker speaker_1: Yes. What's that number, sir?

Speaker speaker_0: Their number is 800-256-8606.

Speaker speaker_1: Thank you so much for gathering that information. Do I hang up or can you transfer? But I need to hang up and call back.

Speaker speaker_0: Uh, I can, I should be able to transfer you on over to them.

Speaker speaker_1: Okay, that's fine. Thank you.

Speaker speaker_0: No problem. Anything else before I get that set up?

Speaker speaker_1: No, that'll be all and thank you so much for your help.

Speaker speaker_0: You're very welcome. Thanks again for calling, and please hold for your transfer.

Speaker speaker_1: Thank you.

Speaker speaker_0: Mm-hmm.