

Transcript: Chris Sofield

(deactivated)-6462749833904128-6325296452026368

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Zero, three, three, four, eight, six, four, five, one is not available. Hi, good afternoon. This message is for Brian McMillan. This is Chris with Benefits in a Card calling on behalf of Oxford Global, um, calling regarding a... Looks like there was an error, uh, with a claim that was recently submitted, uh, for a, you know, for a, a visit you had. Uh, we were just informed of this by the insurance carrier. Uh, there seems to be a, uh, a mistake with the date of birth. Um, the, uh, American Public Life indicates that they have one date of birth, but the claim, um, but the, uh, claim is showing a different date of birth than what is on file. Uh, we just need to verify what your date of birth is so that American Public Life can process the claim properly. Uh, please give us a call back. We can be reached at 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern. Please get in contact with us as soon as possible. Thank you, and have a wonderful day.

Conversation Format

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

Speaker speaker_1: Zero, three, three, four, eight, six, four, five, one is not available.

Speaker speaker_2: Hi, good afternoon. This message is for Brian McMillan. This is Chris with Benefits in a Card calling on behalf of Oxford Global, um, calling regarding a... Looks like there was an error, uh, with a claim that was recently submitted, uh, for a, you know, for a, a visit you had. Uh, we were just informed of this by the insurance carrier. Uh, there seems to be a, uh, a mistake with the date of birth. Um, the, uh, American Public Life indicates that they have one date of birth, but the claim, um, but the, uh, claim is showing a different date of birth than what is on file. Uh, we just need to verify what your date of birth is so that American Public Life can process the claim properly. Uh, please give us a call back. We can be reached at 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern. Please get in contact with us as soon as possible. Thank you, and have a wonderful day.