

Transcript: Chris Sofield

(deactivated)-6479058103222272-5564341704769536

Full Transcript

Thank you for calling Benefit Card. This is Chris. How can I help you today? Uh, hi. My name is Paul. I'm calling from U of L Physicians. I was just calling in regards to the, um, eligibility of one of your, uh, one of your, uh, how do you say, your members. Okay. Um, what's, uh, what's this member's first and last name? Uh, so their first name would be Ivori, I-V-O-R-I. And their last name is Stevenson, so. Okay. And their date of birth? I'm sorry, could you repeat that? What's their date of birth? Mm-hmm. Uh, Paul, one sec. Okay, so their, uh, date of birth is December 13th, '98, or 1998. Sorry about that. No, you're fine. All right, mm-hmm. Looking at their file, it looks like their coverage is not currently active. Uh, does not look like... Yeah, looks like it's, uh, it's no longer effective at this time. It looks like the last date of effective coverage was October 27th of 2024. Um, now, they may have coverage through COBRA, which is going to be done by a different administrator, and we wouldn't be able to see that. Best I can do with that, because we have no access to that system, I can only give you their phone number to the administrator who handles that. And you may be able to speak with them regarding eligibility. Um, let me know when you're ready. Okay. Mm-hmm. All right, the number to call should be 800- Mm-hmm. ... 833-4296. Okay. And when you call that number, press option one to speak with the correct team. Okay. Well, thank you and y- All right. No problem. Thanks for calling. Have a wonderful day. Oh, thank you. You, too. Bye. Bye, now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Card. This is Chris. How can I help you today?

Speaker speaker_1: Uh, hi. My name is Paul. I'm calling from U of L Physicians. I was just calling in regards to the, um, eligibility of one of your, uh, one of your, uh, how do you say, your members.

Speaker speaker_0: Okay. Um, what's, uh, what's this member's first and last name?

Speaker speaker_1: Uh, so their first name would be Ivori, I-V-O-R-I. And their last name is Stevenson, so.

Speaker speaker_0: Okay. And their date of birth?

Speaker speaker_1: I'm sorry, could you repeat that?

Speaker speaker_0: What's their date of birth?

Speaker speaker_1: Mm-hmm. Uh, Paul, one sec. Okay, so their, uh, date of birth is December 13th, '98, or 1998. Sorry about that.

Speaker speaker_0: No, you're fine.

Speaker speaker_1: All right, mm-hmm.

Speaker speaker_0: Looking at their file, it looks like their coverage is not currently active. Uh, does not look like... Yeah, looks like it's, uh, it's no longer effective at this time. It looks like the last date of effective coverage was October 27th of 2024. Um, now, they may have coverage through COBRA, which is going to be done by a different administrator, and we wouldn't be able to see that. Best I can do with that, because we have no access to that system, I can only give you their phone number to the administrator who handles that. And you may be able to speak with them regarding eligibility. Um, let me know when you're ready.

Speaker speaker_1: Okay. Mm-hmm.

Speaker speaker_0: All right, the number to call should be 800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 833-4296.

Speaker speaker_1: Okay.

Speaker speaker_0: And when you call that number, press option one to speak with the correct team.

Speaker speaker_1: Okay. Well, thank you and y-

Speaker speaker_0: All right. No problem. Thanks for calling. Have a wonderful day.

Speaker speaker_1: Oh, thank you. You, too. Bye.

Speaker speaker_0: Bye, now.