

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you. This is Chris. How can I help you today? Oh, yes. My name is Fazi. I am calling from Florida office. I want to check again our claim status. Okay. Well, I cannot help with claim status directly because we're just the enrollment administrator. The only thing I can do is I can pull the patient file in our system, see who the insurance carrier is and direct you to give them a call. Uh, what's the patient's first and last name? Patient last name is Hines. I'm sorry, what was the patient's name? Patient first name is Maddy, last name is Hines-Silley. Okay. Spell the first name for me. M as in mango, A as in alpha, R as in Romeo, Y as in yogurt. And the last name? H as in hotel, I as in India, N as in Nancy, E as in echo, S as in Sam, L as in lion, E as in echo, Y as in yacht. Okay. And Ms. Hines, we need date of birth. May 13, 1992. Thank you. Okay. All right. So, yeah, like I said, the only thing I can do is give you the phone number to the insurance carrier and direct you to give them a call. Let me know when you're ready for that. Okay then. All right. Nice. The, the number to call is going to be, 800-833-4296. And when you call that number, press option one. Was there anything else I can help you with? No. Thanks so much. What's your name? You're welcome. My name is Chris. Can you spell your name? C-H-R-I-S. O- okay. Thank you, Chris. Have a nice day. Bye. You're welcome. You're welcome. Have a good day. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you.

Speaker speaker_2: This is Chris. How can I help you today?

Speaker speaker_3: Oh, yes. My name is Fazi. I am calling from Florida office. I want to check again our claim status.

Speaker speaker_2: Okay. Well, I cannot help with claim status directly because we're just the enrollment administrator. The only thing I can do is I can pull the patient file in our system, see who the insurance carrier is and direct you to give them a call. Uh, what's the patient's first and last name?

Speaker speaker_3: Patient last name is Hines.

Speaker speaker_2: I'm sorry, what was the patient's name?

Speaker speaker_3: Patient first name is Maddy, last name is Hines-Silley.

Speaker speaker_2: Okay. Spell the first name for me.

Speaker speaker_3: M as in mango, A as in alpha, R as in Romeo, Y as in yogurt.

Speaker speaker_2: And the last name?

Speaker speaker_3: H as in hotel, I as in India, N as in Nancy, E as in echo, S as in Sam, L as in lion, E as in echo, Y as in yacht.

Speaker speaker_2: Okay. And Ms. Hines, we need date of birth.

Speaker speaker_3: May 13, 1992.

Speaker speaker_2: Thank you. Okay. All right. So, yeah, like I said, the only thing I can do is give you the phone number to the insurance carrier and direct you to give them a call. Let me know when you're ready for that.

Speaker speaker_3: Okay then. All right. Nice.

Speaker speaker_2: The, the number to call is going to be, 800-833-4296. And when you call that number, press option one. Was there anything else I can help you with?

Speaker speaker_3: No. Thanks so much. What's your name?

Speaker speaker_2: You're welcome. My name is Chris.

Speaker speaker_3: Can you spell your name?

Speaker speaker_2: C-H-R-I-S.

Speaker speaker_3: O- okay. Thank you, Chris. Have a nice day. Bye.

Speaker speaker_2: You're welcome. You're welcome. Have a good day.

Speaker speaker_3: Bye-bye.