

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits of the Card. This is Chris, how can I help you today? Hey, Chris. My name is Betty and I am calling from Alliance Medical Associates. And I needed to check benefits for a patient, because when she came in, I called and I verified everything and everything was good. Right. Um, but now there is... I received a denial stating that she didn't have the benefits. Um- Hmm. So just trying to, you know, get to the bottom of everything . Right. Uh, what's the patient's first and last name? So, the last name is Zaneta, and that's spelled Z as in zebra, A as in alpha, N as in nice, E as in echo, T as in tango, A as in alpha. And the last name is Mebanc. And that's M-E-B-A-N-E. Okay. And their date of birth? Her date of birth is gonna be 7-26-81. And then, uh, final question, just because we do have, looks like multiple files for this person under our system, do you happen to know who her current employer is? Hmm. Unfortunately, um, well... I see her... Um, it says the group name is TRC Staffing Services Incorporated? Yep. Yep. I'm not exactly sure. Okay. That would be it, okay. Cool. All right. Okay. Uh, and what was the date of service? Um, so there was... So it looks like there was a date of service on 1-2, and it looks like we received a \$50 payment for that one. Um, and then there is two more dates of service, so I've got January the 14th, and then January the 30th. All right. So, 1-2 she did have active insurance coverage for medical. Um, but- Okay. ... she called us on 12-30 before that- Mm-hmm. ... and had dropped her medical coverage, which that went into effect on 1-13. So, her last, her last day of active medical coverage was 1-12 of '25, so that would be why anything past that would be denied. So anything after 1-12. All right. '25, not '24 Betty, '25. Uh. Coverage terms. Sure would have loved to know that. We did a very extensive test on her. Okay. All right. So her coverage was termed on 1-12. Okay. Uh, well that will, that handles what I needed to know. I will take care of everything else from here. All right, then. Um- Um, is, is there a call reference number or anything for this call, Chris? Yeah. Was just about to provide that to you. Okay . Um, that's gonna be my first name, Chris, C-H-R-I-S. My last initial. Uh-huh. S as in Sam, and then today's date. Mm-hmm. Today's date, I had to look at the computer to figure that one out, huh? 2-6. Uh- Do you do O-2-0-6 or you just do 2-6? Just 2-6. Okay. 2-5. Okay. All right, sounds good. Well, I appreciate all your time and your help today. I hope you have a great rest of the day. Same to you, Betty. Thanks for calling. Mm-bye now. All right. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits of the Card. This is Chris, how can I help you today?

Speaker speaker_1: Hey, Chris. My name is Betty and I am calling from Alliance Medical Associates. And I needed to check benefits for a patient, because when she came in, I called and I verified everything and everything was good.

Speaker speaker_0: Right.

Speaker speaker_1: Um, but now there is... I received a denial stating that she didn't have the benefits. Um-

Speaker speaker_0: Hmm.

Speaker speaker_1: So just trying to, you know, get to the bottom of everything .

Speaker speaker_0: Right. Uh, what's the patient's first and last name?

Speaker speaker_1: So, the last name is Zaneta, and that's spelled Z as in zebra, A as in alpha, N as in nice, E as in echo, T as in tango, A as in alpha. And the last name is Mebanc. And that's M-E-B-A-N-E.

Speaker speaker_0: Okay. And their date of birth?

Speaker speaker_1: Her date of birth is gonna be 7-26-81.

Speaker speaker_0: And then, uh, final question, just because we do have, looks like multiple files for this person under our system, do you happen to know who her current employer is?

Speaker speaker_1: Hmm. Unfortunately, um, well... I see her... Um, it says the group name is TRC Staffing Services Incorporated?

Speaker speaker_0: Yep. Yep.

Speaker speaker_1: I'm not exactly sure. Okay.

Speaker speaker_0: That would be it, okay. Cool. All right.

Speaker speaker_1: Okay.

Speaker speaker_0: Uh, and what was the date of service?

Speaker speaker_1: Um, so there was... So it looks like there was a date of service on 1-2, and it looks like we received a \$50 payment for that one. Um, and then there is two more dates of service, so I've got January the 14th, and then January the 30th.

Speaker speaker_0: All right. So, 1-2 she did have active insurance coverage for medical. Um, but-

Speaker speaker_1: Okay.

Speaker speaker_0: ... she called us on 12-30 before that-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... and had dropped her medical coverage, which that went into effect on 1-13. So, her last, her last day of active medical coverage was 1-12 of '25, so that would be

why anything past that would be denied.

Speaker speaker_1: So anything after 1-12. All right. '25, not '24 Betty, '25. Uh. Coverage terms. Sure would have loved to know that. We did a very extensive test on her. Okay. All right. So her coverage was termed on 1-12. Okay. Uh, well that will, that handles what I needed to know. I will take care of everything else from here.

Speaker speaker_0: All right, then. Um-

Speaker speaker_1: Um, is, is there a call reference number or anything for this call, Chris?

Speaker speaker_0: Yeah. Was just about to provide that to you.

Speaker speaker_1: Okay .

Speaker speaker_0: Um, that's gonna be my first name, Chris, C-H-R-I-S. My last initial.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: S as in Sam, and then today's date.

Speaker speaker_1: Mm-hmm. Today's date, I had to look at the computer to figure that one out, huh? 2-6.

Speaker speaker_0: Uh-

Speaker speaker_1: Do you do O-2-0-6 or you just do 2-6?

Speaker speaker_0: Just 2-6.

Speaker speaker_1: Okay. 2-5. Okay. All right, sounds good. Well, I appreciate all your time and your help today. I hope you have a great rest of the day.

Speaker speaker_0: Same to you, Betty. Thanks for calling. Mm-bye now.

Speaker speaker_1: All right. Thank you. Bye-bye.