

Transcript: Chris Sofield

(deactivated)-6726183893286912-6346053517787136

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi, yes, my name is Paula and I work for Mercy Urgent Care, and I have a, a customer here, or a pa- a patient here that her mom is the card holder, and I just need to know what- what kind of benefits they have, or what their copay is, or anything like that. Uh, okay. Um, what's the patient's first and last name? Of the cardholder. The patient or the poli-... The cardholder is Kourtney with a K, K-O-U-R-T-N-E-Y, Robertson. Okay. No, not yet. She's not ready. No. And what's the... What's the patient's name? Patient's name is Abigail, A-B-I-G-A-I-L. Last name is Grove, G-R-O-V-E. Okay. And... Let me see. What's the patient's, uh... What-what's Abigail's date of birth? Ta- ta... All right, Abigail's date of birth is, um... Sorry. Oh, no. 317, 2013. Okay. Thank you. Let me take a look at... Okay. All right. So, now we're only, um... Kourtney's like, uh... The enrollment admin for Kourtney's place of employment, so, uh... Mm-hmm. We're not gonna have much information past, uh, that the coverage is active and what the effective date is. Um, if you need- Mm-hmm. ... anything, like, specific, the only thing we can really do is direct you to get the... Give the actual carrier a call. Um, the... Let's see here. Oh, yeah. Mm-hmm. Coverage is currently active, uh, effective date of 10/7/'24. Um... Okay, so there's no way to-to find out, like... 'Cause she... If she's gonna get a big bill from us 'cause... Or from you guys, or-or how much- Well- ... you're going to pay for... So, that's-that's where I just said, we're only the enrollment admin- Yeah. ... we're not the actual carrier. Ah. And as such, payments, billing, claims, none of that comes through us. All of that goes to the carrier. Okay. Um, let me know when you're ready and I can give you the- Do you have that phone number? I can g-... Yes. Yeah, the... What's the phone number for carrier? Uh, 800- Mm-hmm. ... 256- Mm-hmm. ... 8606. Okay. Thank you so much. No problem. Thanks for calling and have a good day. Okay. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hi, yes, my name is Paula and I work for Mercy Urgent Care, and I have a, a customer here, or a pa- a patient here that her mom is the card holder, and I just need to know what- what kind of benefits they have, or what their copay is, or anything like that.

Speaker speaker_1: Uh, okay. Um, what's the patient's first and last name? Of the cardholder.

Speaker speaker_2: The patient or the poli... The cardholder is Kourtney with a K, K-O-U-R-T-N-E-Y, Robertson.

Speaker speaker_1: Okay.

Speaker speaker_3: No, not yet. She's not ready. No.

Speaker speaker_1: And what's the... What's the patient's name?

Speaker speaker_2: Patient's name is Abigail, A-B-I-G-A-I-L. Last name is Grove, G-R-O-V-E.

Speaker speaker_1: Okay. And...

Speaker speaker_2: Let me see.

Speaker speaker_1: What's the patient's, uh... What-what's Abigail's date of birth?

Speaker speaker_2: Ta- ta... All right, Abigail's date of birth is, um... Sorry.

Speaker speaker_3: Oh, no. 317, 2013.

Speaker speaker_1: Okay. Thank you. Let me take a look at...

Speaker speaker_2: Okay.

Speaker speaker_1: All right. So, now we're only, um... Kourtney's like, uh... The enrollment admin for Kourtney's place of employment, so, uh...

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: We're not gonna have much information past, uh, that the coverage is active and what the effective date is. Um, if you need-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... anything, like, specific, the only thing we can really do is direct you to get the... Give the actual carrier a call. Um, the... Let's see here. Oh, yeah.

Speaker speaker_2: Mm-hmm. Coverage is currently active, uh, effective date of 10/7/'24. Um... Okay, so there's no way to-to find out, like... 'Cause she... If she's gonna get a big bill from us 'cause... Or from you guys, or-or how much-

Speaker speaker_1: Well-

Speaker speaker_2: ... you're going to pay for...

Speaker speaker_1: So, that's-that's where I just said, we're only the enrollment admin-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... we're not the actual carrier.

Speaker speaker_2: Ah.

Speaker speaker_1: And as such, payments, billing, claims, none of that comes through us. All of that goes to the carrier.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, let me know when you're ready and I can give you the-

Speaker speaker_2: Do you have that phone number?

Speaker speaker_1: I can g-... Yes.

Speaker speaker_2: Yeah, the... What's the phone number for carrier?

Speaker speaker_1: Uh, 800-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 256-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 8606.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: No problem. Thanks for calling and have a good day.

Speaker speaker_2: Okay. Bye-bye.