

Transcript: VICTORIA

Taylor-5212776704032768-5240710399574016

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, this is Rosemary calling from Medical City Denton Hospital to check on a claim status. Okay. Um, here at Benefits on a Card we don't process claims so I wouldn't have a status on the claim. Have you received... Or have you tried to reach out to the insurance carrier? Um, yes. They transferred to this line...

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, this is Rosemary calling from Medical City Denton Hospital to check on a claim status.

Speaker speaker_0: Okay. Um, here at Benefits on a Card we don't process claims so I wouldn't have a status on the claim. Have you received... Or have you tried to reach out to the insurance carrier?

Speaker speaker_1: Um, yes. They transferred to this line...