

Transcript: VICTORIA

Taylor-5796822128214016-6268770851438592

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, hi. This is Nolan calling from the ... office, and I'm checking for the claim status. Could I do that? Um, we don't, uh, process claim status on our end. Um, we're just the administrators. Do you know the name of the insurance carrier you're trying to contact? I'm sorry, what's that? Yeah, so we're just benefits administrators. We don't process claims on our end. Do you know the name of the insurance carrier you're trying to contact? Yeah, it's SMS Healthcare. SMS Healthcare? Mm-hmm. That's right. Okay, so we don't work with a SMS Healthcare. I think you might have the wrong number. Okay, I will say that. Thank you for the information. Have a wonderful day. Goodbye. 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 on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hey, hi. This is Nolan calling from the ... office, and I'm checking for the claim status. Could I do that?

Speaker speaker_1: Um, we don't, uh, process claim status on our end. Um, we're just the administrators. Do you know the name of the insurance carrier you're trying to contact?

Speaker speaker_2: I'm sorry, what's that?

Speaker speaker_1: Yeah, so we're just benefits administrators. We don't process claims on our end. Do you know the name of the insurance carrier you're trying to contact?

Speaker speaker_2: Yeah, it's SMS Healthcare.

Speaker speaker_1: SMS Healthcare?

Speaker speaker_2: Mm-hmm. That's right.

Speaker speaker_1: Okay, so we don't work with a SMS Healthcare. I think you might have the wrong number.

Speaker speaker_2: Okay, I will say that. Thank you for the information. Have a wonderful day. Goodbye.

Speaker speaker_1: Bye-bye.