

## **Transcript: VICTORIA**

**Taylor-6654054008406016-5683219701481472**

### **Full Transcript**

Thank you for calling Benefits and Accord. This is Victorian. How can I help you? Hi, Victorian. Good afternoon. My name is James, and I was calling in from Ohio Health Physicians Group. And I was actually calling with regards to claim status for, for one of our members. Okay. Um, so we're just the benefits administrators. We don't actually handle claims on our end. Do you know the, um- Okay. ... name of the insurance carrier you're trying to contact? Uh, it says 93 Degrees Benefits. Okay. Do you want me to give you their phone number? Uh, yes, please. Uh, phone number is 800-833-4296. And you wanna make sure, uh, on the prompt system that you hit option one. All right. Because that's the same number I'm just calling, uh, calling you on now, the same number that you just used. Did you hit option one? So, uh, no. I was actually just transferred here. Okay. Yeah, I mean, I know if you don't hit option one on the prompt system, more than likely it will transfer you back over to us. Okay. All righty then. I'll try that. Thank you so much. You're welcome. You have a wonderful day. Great. Well, I wish you the same. Thank you. Bye-bye. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Accord. This is Victorian. How can I help you?

Speaker speaker\_1: Hi, Victorian. Good afternoon. My name is James, and I was calling in from Ohio Health Physicians Group. And I was actually calling with regards to claim status for, for one of our members.

Speaker speaker\_0: Okay. Um, so we're just the benefits administrators. We don't actually handle claims on our end. Do you know the, um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... name of the insurance carrier you're trying to contact?

Speaker speaker\_1: Uh, it says 93 Degrees Benefits.

Speaker speaker\_0: Okay. Do you want me to give you their phone number?

Speaker speaker\_1: Uh, yes, please.

Speaker speaker\_0: Uh, phone number is 800-833-4296. And you wanna make sure, uh, on the prompt system that you hit option one.

Speaker speaker\_1: All right. Because that's the same number I'm just calling, uh, calling you on now, the same number that you just used.

Speaker speaker\_0: Did you hit option one?

Speaker speaker\_1: So, uh, no. I was actually just transferred here.

Speaker speaker\_0: Okay. Yeah, I mean, I know if you don't hit option one on the prompt system, more than likely it will transfer you back over to us.

Speaker speaker\_1: Okay. All righty then. I'll try that. Thank you so much.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: Great. Well, I wish you the same. Thank you. Bye-bye.

Speaker speaker\_0: Thank you. Bye-bye.