

## **Transcript: Chris Sofield (deactivated)-6104056782077952-5577597877436416**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hello, my name is Amelia. I'm calling from provider's office. How are you doing today? I'm doing well, ma'am. And yourself? That's good to hear. I am also fine. Thank you for asking, sir. Okay. How can I help you? Actually, I just want to know the eligibility of patient. I have one number. Okay. Um, let's see. What's the patient's first and last name? Patient's first name is Irma, last name is Comehan. Date of birth is August 2nd, 1970. Okay, one moment. Sure. You said first name Irma. What's the last name, again? Comehan. Spelled like C for Charlie, O for ocean, M, Mary, E, echo, H, Henry, N, Nancy. C-O-M-E-H-N, you said? Yes. All right. And let's see, here. Okay, Irma Comehan. Okay, 8-2-17. All right, and you said you're just checking to see if, uh, their eligibility? Eligibility, yes. Okay, let's see, here. Okay. I am showing, it looks like they do have current, active coverage. Um, benefits became effective, let's see, here... Looks like benefits became effective September 30th of 2024. They are enrolled into the Minimal Essential Coverage Plan for preventative care services, along with dental and vision. Um- Just allow me a moment. What's the effective date? The effective date is September 30th, 2024. September. Just allow me a moment. Okay. And still active? Uh, yes, ma'am. Still active. And what's the member ID? Um, one moment while I pull that up. Is this for medical, dental or vision? Medical. One moment. Sure. The policy number is D, as in delta, 435-10191. And just let me confirm. And I'm sorry? Just allow me a moment. Let me confirm the member ID. D for delta, 435-10191? Yes, ma'am. And is there any other insurance? Secondary insurance. No, not that I would be aware of, no. Okay. And could you provide me your name as well? My name is Chris, C-H-R-I-S. And first initial of your last name? S, as in Sam. And what's the full reference number? Uh, that would be my first name, my first... and my last initial and then today's date. Okay. Thank you so much for this kind of information and have a wonderful day. Bye-bye. You as well. Thanks for calling. Bye, now. Thank you.

### **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 Chris. How can I help you today?

Speaker speaker\_2: Hello, my name is Amelia. I'm calling from provider's office. How are you doing today?

Speaker speaker\_1: I'm doing well, ma'am. And yourself?

Speaker speaker\_2: That's good to hear. I am also fine. Thank you for asking, sir.

Speaker speaker\_1: Okay. How can I help you?

Speaker speaker\_2: Actually, I just want to know the eligibility of patient. I have one number.

Speaker speaker\_1: Okay. Um, let's see. What's the patient's first and last name?

Speaker speaker\_2: Patient's first name is Irma, last name is Comehan. Date of birth is August 2nd, 1970.

Speaker speaker\_1: Okay, one moment.

Speaker speaker\_2: Sure.

Speaker speaker\_1: You said first name Irma. What's the last name, again?

Speaker speaker\_2: Comehan. Spelled like C for Charlie, O for ocean, M, Mary, E, echo, H, Henry, N, Nancy.

Speaker speaker\_1: C-O-M-E-H-N, you said?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. And let's see, here. Okay, Irma Comehan. Okay, 8-2-17. All right, and you said you're just checking to see if, uh, their eligibility?

Speaker speaker\_2: Eligibility, yes.

Speaker speaker\_1: Okay, let's see, here. Okay. I am showing, it looks like they do have current, active coverage. Um, benefits became effective, let's see, here... Looks like benefits became effective September 30th of 2024. They are enrolled into the Minimal Essential Coverage Plan for preventative care services, along with dental and vision. Um-

Speaker speaker\_2: Just allow me a moment. What's the effective date?

Speaker speaker\_1: The effective date is September 30th, 2024.

Speaker speaker\_2: September. Just allow me a moment. Okay. And still active?

Speaker speaker\_1: Uh, yes, ma'am. Still active.

Speaker speaker\_2: And what's the member ID?

Speaker speaker\_1: Um, one moment while I pull that up. Is this for medical, dental or vision?

Speaker speaker\_2: Medical.

Speaker speaker\_1: One moment.

Speaker speaker\_2: Sure.

Speaker speaker\_1: The policy number is D, as in delta, 435-10191.

Speaker speaker\_2: And just let me confirm.

Speaker speaker\_1: And I'm sorry?

Speaker speaker\_2: Just allow me a moment. Let me confirm the member ID. D for delta, 435-10191?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: And is there any other insurance? Secondary insurance.

Speaker speaker\_1: No, not that I would be aware of, no.

Speaker speaker\_2: Okay. And could you provide me your name as well?

Speaker speaker\_1: My name is Chris, C-H-R-I-S.

Speaker speaker\_2: And first initial of your last name?

Speaker speaker\_1: S, as in Sam.

Speaker speaker\_2: And what's the full reference number?

Speaker speaker\_1: Uh, that would be my first name, my first... and my last initial and then today's date.

Speaker speaker\_2: Okay. Thank you so much for this kind of information and have a wonderful day. Bye-bye.

Speaker speaker\_1: You as well. Thanks for calling. Bye, now.

Speaker speaker\_2: Thank you.