

## **Transcript: Estefania**

**Acevedo-5019570165432320-4794337517027328**

### **Full Transcript**

Hi. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Peter. My initial, P as in Peter. I have your patient, uh, this patient is scheduled for outpatient surgery. I need benefit for this. What's the mem- the member's first and last name? Mm-hmm. Mm, just a moment. Just a moment. Are y- are you trying to check to see if they have active coverage? Is that what you're trying to do? Uh, I, I want to confirm all the information. Uh, should I tell the patient's name and date of birth? Mm-hmm. Yes. What is it? Okay. Uh, E as in, E as in echo, L as in lima, M as in mike, O as in oscar, R as in romeo, E as in echo. That is last name. Oh, that's the last name? First name is D as in david. Oh. That is the last name. Uh- D as in david. No, no. Uh-huh. I repeat once again. E as in echo, L as in lima- No. ... M as in mike- Yeah, M-O-R-E. That is last name. Uh, first name is, uh, D as in david, U as in uniform, uh, R as in romeo, E as in echo, A as in apple, L as in lima, and the patient's date of birth is February 22nd of 1992. 02221992. And it was the 22nd, right? Of February. Are you guys in South Carolina? Yes. Okay, and then w- when was the date of service and what was it for? Uh, uh, date of service is going to be of April 2nd of 2025. Uh, this patient had been scheduled for hospital outpatient surgery. Okay. So they currently do have active coverage but this insurance is week-to-week, um, like deductions. So I can't let you know if they're gonna have active coverage for next week. They would have to call in next week to see if she's active for next week. Oh, I see. You told that this plan is weekly coverage, right? Correct. And since that date of service isn't till April, I can't tell you if she's gonna be active or not. So they're gonna have to call- Oh, I see. Oh. ... that day to see if she has active coverage for that visit. Since it's in April and we're still on the 28th, I can't tell you if she's gonna have coverage or not. So you guys are gonna have to call back- Okay. ... next week to ask. Okay, just a moment. Uh, your name please. My name is Stephanie. Spell your name. S as in sam, P as in tom, E as in echo, P as in peter, H as in henry, A as in alpha- Mm-hmm. ... N as in nancy, I as in ice cream, E as in echo. And then, you can- Okay. Assured, assured are the last name? Um, you can just put A. I don't know. Assured, assured are the... Okay. The call reference number is your name and then today's date. Am I correct? Correct. Mm-hmm. Yes, sir. Um, Stephanie, I need another confirmation. What is the member ID for this? Medical member ID for this number. Um, I, I don't have that. I don't have that. Okay. Okay, thank you so much. Mm-hmm. So yeah, you guys- Thank you so much. ... will have to call in next week. Bye-bye and have a good... Okay. Um, thank you. Have a nice day. I will call back a month. Thank you. Bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Hi.

Speaker speaker\_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_0: Hi, Stephanie. My name is Peter. My initial, P as in Peter. I have your patient, uh, this patient is scheduled for outpatient surgery. I need benefit for this.

Speaker speaker\_1: What's the mem- the member's first and last name?

Speaker speaker\_0: Mm-hmm. Mm, just a moment. Just a moment.

Speaker speaker\_1: Are y- are you trying to check to see if they have active coverage? Is that what you're trying to do?

Speaker speaker\_0: Uh, I, I want to confirm all the information. Uh, should I tell the patient's name and date of birth?

Speaker speaker\_1: Mm-hmm. Yes. What is it?

Speaker speaker\_0: Okay. Uh, E as in, E as in echo, L as in lima, M as in mike, O as in oscar, R as in romeo, E as in echo. That is last name.

Speaker speaker\_1: Oh, that's the last name?

Speaker speaker\_0: First name is D as in david.

Speaker speaker\_1: Oh.

Speaker speaker\_0: That is the last name. Uh-

Speaker speaker\_1: D as in david.

Speaker speaker\_0: No, no.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: I repeat once again. E as in echo, L as in lima-

Speaker speaker\_1: No.

Speaker speaker\_0: ... M as in mike-

Speaker speaker\_1: Yeah, M-O-R-E.

Speaker speaker\_0: That is last name. Uh, first name is, uh, D as in david, U as in uniform, uh, R as in romeo, E as in echo, A as in apple, L as in lima, and the patient's date of birth is February 22nd of 1992. 02221992.

Speaker speaker\_1: And it was the 22nd, right? Of February. Are you guys in South Carolina?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay, and then w- when was the date of service and what was it for?

Speaker speaker\_0: Uh, uh, date of service is going to be of April 2nd of 2025. Uh, this patient had been scheduled for hospital outpatient surgery.

Speaker speaker\_1: Okay. So they currently do have active coverage but this insurance is week-to-week, um, like deductions. So I can't let you know if they're gonna have active coverage for next week. They would have to call in next week to see if she's active for next week.

Speaker speaker\_0: Oh, I see. You told that this plan is weekly coverage, right?

Speaker speaker\_1: Correct. And since that date of service isn't till April, I can't tell you if she's gonna be active or not. So they're gonna have to call-

Speaker speaker\_0: Oh, I see. Oh.

Speaker speaker\_1: ... that day to see if she has active coverage for that visit. Since it's in April and we're still on the 28th, I can't tell you if she's gonna have coverage or not. So you guys are gonna have to call back-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... next week to ask.

Speaker speaker\_0: Okay, just a moment. Uh, your name please.

Speaker speaker\_1: My name is Stephanie.

Speaker speaker\_0: Spell your name.

Speaker speaker\_1: S as in sam, P as in tom, E as in echo, P as in peter, H as in henry, A as in alpha-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... N as in nancy, I as in ice cream, E as in echo. And then, you can-

Speaker speaker\_0: Okay. Assured, assured are the last name?

Speaker speaker\_1: Um, you can just put A. I don't know.

Speaker speaker\_0: Assured, assured are the... Okay. The call reference number is your name and then today's date. Am I correct?

Speaker speaker\_1: Correct. Mm-hmm. Yes, sir.

Speaker speaker\_0: Um, Stephanie, I need another confirmation. What is the member ID for this? Medical member ID for this number.

Speaker speaker\_1: Um, I, I don't have that. I don't have that.

Speaker speaker\_0: Okay. Okay, thank you so much.

Speaker speaker\_1: Mm-hmm. So yeah, you guys-

Speaker speaker\_0: Thank you so much.

Speaker speaker\_1: ... will have to call in next week.

Speaker speaker\_0: Bye-bye and have a good...

Speaker speaker\_1: Okay. Um, thank you. Have a nice day.

Speaker speaker\_0: I will call back a month. Thank you. Bye. Bye.