

## **Transcript: Estefania**

**Acevedo-5805818570522624-6285181749477376**

### **Full Transcript**

Thank you for calling Benefits 10-Up Card. My name is Stephanie. How can I assist you? Yes, I'm trying to verify dental benefits on a patient. Okay. Uh, what's... I'm sorry. What's the other person's last name? Okay. Um, name, let me see, is... Last name is Louis, L-O-U-I-S. First name is Deangelo, D-E-A-N-G-E-L-O. And their date of birth, please? 3/10/98. Mm. I have two members with that same birthday and first and last name. Ooh. Is it 30- I've got a card that's got a employee number and green number on there, if you need that. Yeah. What's the, what's the employee's- ... um, staffing agency? It should say it on the card. Is it Surge, or is it Hamilton - Surge. Okay, thank you. Surge. Thank you. And then when was the service for? It will be today. He'll be coming in for the first time this afternoon. Okay. So, it looks like they actually don't have dental coverage. They only have- Oh. ... medical, which is the VIP Standard- Oh, okay. ... and then the preventative plan. Oh. But they don't have dental. Okay. Well, that's what I needed to know. Thank you so much. You're welcome. Have a nice day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 10-Up Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yes, I'm trying to verify dental benefits on a patient.

Speaker speaker\_0: Okay. Uh, what's... I'm sorry. What's the other person's last name?

Speaker speaker\_1: Okay. Um, name, let me see, is... Last name is Louis, L-O-U-I-S. First name is Deangelo, D-E-A-N-G-E-L-O.

Speaker speaker\_0: And their date of birth, please?

Speaker speaker\_1: 3/10/98.

Speaker speaker\_0: Mm. I have two members with that same birthday and first and last name. Ooh. Is it 30-

Speaker speaker\_1: I've got a card that's got a employee number and green number on there, if you need that.

Speaker speaker\_0: Yeah. What's the, what's the employee's- ... um, staffing agency? It should say it on the card. Is it Surge, or is it Hamilton -

Speaker speaker\_1: Surge.

Speaker speaker\_0: Okay, thank you. Surge. Thank you. And then when was the service for?

Speaker speaker\_1: It will be today. He'll be coming in for the first time this afternoon.

Speaker speaker\_0: Okay. So, it looks like they actually don't have dental coverage. They only have-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... medical, which is the VIP Standard-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: ... and then the preventative plan.

Speaker speaker\_1: Oh.

Speaker speaker\_0: But they don't have dental.

Speaker speaker\_1: Okay. Well, that's what I needed to know. Thank you so much.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: You too. Bye-bye.