

## **Transcript: Estefania**

**Acevedo-6346964075593728-5586443747508224**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Stephanie, my name is Eddie and I'm calling from Family First Dental. I want to verify benefits for a patient, but I've- Okay. ... never heard of Benefit in a Card, so I'm not sure like what this is or how it works. Okay, yeah, I can help you. Um, what's the patient's first and last name? Her name is Eva. Last name is Martin, M-A-R-T-O-N. M-A-R-T-O-N? Uh-huh. Okay. And then that was E-V-A? Yes. Okay. And then what's, um, her date of birth? I have her date of birth to be 03-46-57. Okay, thank you. Are you guys in Florida? Yes, we are. Okay. And then what's the date of the service? Today. Okay. So she does have active coverage. Um, to verify if that visit is gonna be covered or not, I do have to transfer you to the carrier, but it looks like she does have active coverage for her dental. Um, but to verify- Okay. ... if it will be covered or not, I do have to transfer you to the carrier who is American Public Life. American Public what? American Public Life, APL. Okay. Um... Can you transfer me to them or give me a number? Yes, ma'am. Mm-hmm. Um, do you want me to provide the phone number as well just in case the call gets disconnected if I transfer you? Yes, please. Okay, let me know when you're ready. I'm ready. It's 800- Mm-hmm. ... 256- Mm-hmm. ... 8606. I'll repeat that back 8606. You said 800-256-8606? 800-256-8606. Okay, I need to make sure I'm understanding correct, but you said two-five-six, correct? Mm-hmm. Yes, ma'am. And then 8606? Correct. Okay, perfect. All right, guys, you can transfer me now. Great, appreciate it. Do you have a member ID number by any chance? I do not, but... Okay. ... um, yeah, I do not. But I'll be happy to transfer your call. Okay, thank you. You welcome.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

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

Speaker speaker\_2: Stephanie, my name is Eddie and I'm calling from Family First Dental. I want to verify benefits for a patient, but I've-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... never heard of Benefit in a Card, so I'm not sure like what this is or how it works.

Speaker speaker\_1: Okay, yeah, I can help you. Um, what's the patient's first and last name?

Speaker speaker\_2: Her name is Eva. Last name is Martin, M-A-R-T-O-N.

Speaker speaker\_1: M-A-R-T-O-N?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Okay. And then that was E-V-A?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And then what's, um, her date of birth?

Speaker speaker\_2: I have her date of birth to be 03-46-57.

Speaker speaker\_1: Okay, thank you. Are you guys in Florida?

Speaker speaker\_2: Yes, we are.

Speaker speaker\_1: Okay. And then what's the date of the service?

Speaker speaker\_2: Today.

Speaker speaker\_1: Okay. So she does have active coverage. Um, to verify if that visit is gonna be covered or not, I do have to transfer you to the carrier, but it looks like she does have active coverage for her dental. Um, but to verify-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... if it will be covered or not, I do have to transfer you to the carrier who is American Public Life.

Speaker speaker\_2: American Public what?

Speaker speaker\_1: American Public Life, APL.

Speaker speaker\_2: Okay. Um... Can you transfer me to them or give me a number?

Speaker speaker\_1: Yes, ma'am. Mm-hmm. Um, do you want me to provide the phone number as well just in case the call gets disconnected if I transfer you?

Speaker speaker\_2: Yes, please.

Speaker speaker\_1: Okay, let me know when you're ready.

Speaker speaker\_2: I'm ready.

Speaker speaker\_1: It's 800-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... 256-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... 8606.

Speaker speaker\_2: I'll repeat that back 8606. You said 800-256-8606?

Speaker speaker\_1: 800-256-8606.

Speaker speaker\_2: Okay, I need to make sure I'm understanding correct, but you said two-five-six, correct?

Speaker speaker\_1: Mm-hmm. Yes, ma'am.

Speaker speaker\_2: And then 8606?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Okay, perfect. All right, guys, you can transfer me now. Great, appreciate it. Do you have a member ID number by any chance?

Speaker speaker\_1: I do not, but...

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... um, yeah, I do not. But I'll be happy to transfer your call.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: You welcome.