

## Transcript: Justin

Mills-5713823181225984-5234345581658112

### Full Transcript

Your call may be monitored or recorded for quality assurance- Thank you for calling DPL. ... your call may be monitored for quality assurance. . All of our representatives are currently assisting other customers. Please hold for the next available representative. Hello? Hello? Thank you. Yeah, sorry. How- Hello? ... can you- Hi, my name's Natasha. I'm calling from a provider's office. Yes. I just need to get a fax back of benefits. Hello? Can you hear me? Okay, I can help you with a fax, Ms. Natasha. Yes, ma'am. Okay. All right, um. And what it is, is your call back number, just in case our call is disconnected. It's 512-265-8427. Thank you, ma'am. And then what's the patient's name- Hello? Hello? ... to get a policy number? Hello? I can hear you. Okay, uh, I, okay, sorry. I don't have a policy number. I can give you the patient's. Do you want the subscriber's first and last name or do you want the patient's first and last name? The patient's. Okay. Um, the, it's Cindy, S-I-N-D-Y. And then I'm going to spell the last name. C-E-R-V-A-N-T-E-S. Okay. Okay. And then what is, um, date of birth please? April 6th, 1978. Okay, and do you have the Social? Um, do you want the subscriber or patient's? Uh, the subscriber will be fine, either way. 'Cause he's right here. Hold on one second, okay? Let me... Okay. Okay, he's going to give me his Social. Give me one second. He's giving it to me right now. Okay. I'm giving her my Social. Yes, ma'am. That's my Social. Okay, sorry. This is what I have as far as the old part. Yeah, can I get the Social? Yeah, it's 553... Ma'am, can you hear me? Hello? Yes, ma'am? Uh, it's, the Social is, it's 553- 81. 817- 7313. ... 7313. Okay, let me look that up quick and find their policy. Okay. And just so you know, the phone is kind of choppy, so I can hear you in bits and pieces. Oh, no. Okay. All right, let me see if I can fix that. Thank you, sir. No problem. Okay, let me repeat the Social to you. 55381 7313. Uh, I'm sorry, the phone was choppy. He can... Um, sir, can you- Ah, okay. Sorry. Can you write this? I'm sorry. I'll shred it. I just need a- The phone number? ... 'cause she said it, yeah. 'Cause she said it, and I don't really know. My brain is not, I don't memorize this kind of stuff. Um, hold on, ma'am, okay? 'Cause I'm, he's writing it down for me. 'Cause... Okay. Can you hear me? Yes, thank you. Okay, um, it's 553- I can hear you. ... 817313. I don't know, did you get all that? Yes, I did. Okay. Okay. I just, I know they're active today, as of today. All right. Or something. Okay, let me see. Okay, and the last name is Cervantes. And then can you- Yes. ... spell the patient's name again for me? S-H-Y? Yeah, C-I-N-D-Y. C-I-N-D-Y. I'm sorry, I can't hear you. Wha- did you say something? And, uh, and you're with a dental provider, is that correct? Yes, ma'am, Ideal Dental. Okay. I do not see a policy on file for dental for Cindy. Okay. Give me one second, okay? I'm gonna let the patient know. Yeah. Yes, ma'am. Um, ma'am, he wants to talk to you. Is that okay? Yes, let's talk. Okay, okay. Just so you know, it's a little choppy. Yes, I can hear you. Hello? Hi. Hello? Yeah. Hello? Mr. Cervantes? Yes, hello. Uh-huh. Hello, I can hear you. You said you wanted to talk to me. Do you have some questions? Hello? Yeah. She was saying that I didn't have dental for my wife.

Um, I believe everything that was set up should have just carried over, which was both the health insurance and dental for myself and the family. Okay . I looked up your social security number, and I did not see your social security number in our system. Um, and then I looked up Ms. Cindy's name, and I did not find an active policy for her at this time. Now, I do see that, um, there were policies in the past that were active but are no longer. But don't find a policy with your social or with her name that's active at this time. Okay, so who would I... Is it because you guys are transitioning from the, whatever, the essential staff care to the other, whatever the... Was it Benefits and A Card or something like that? Would it be for that reason? Uh, we're not transitioning. No, sir, we're not transitioning. Um, do you work for Business Workers of America? No, it's for Superior Skilled Trades. Okay. Let me look and see if I can find that. All right. We'll see y'all next time, okay? That group. Okay. 'Cause I have my old, uh, well the card that I had before from you guys. I don't know if that will be any help. Uh, yes. Do you have a policy number on that old card? I believe it goes by group number, but give me one second to get that out. Okay. Well, I've got the group pulled up by the name that you gave me. Um, let me see if I can find you under the group. Okay. Yeah, I have a member ID here. Okay, what is that, please? It is 1762 4100. Okay. Okay. I'm not finding you in our system, sir. Is that, um, card through American Public Life? No, it should be, um... As far as I know, it's not through what you're saying. I don't know. Our company is American Public Life. Oh, okay. Then that's probably a different... This, um... Yeah, it's probably a whole different company, because the company they're going, my insurance is going through should be, um... Wait, what is it called? It's like, uh, Benefits and A Card but I don't know if they... And the old one is, was some program through MEC Vision and Dental. So it's the Essential Care- Okay. That's not our company, but I can transfer you. Okay? I can transfer you to, to Benefits and A Card though, if you would like, so you could talk to them about your coverage. Um, yeah, please. Okay. It's going to be a brief hold while I transfer you on over. Okay. W- What was your company name again, you said? Thank you for calling A... American Public Life. Okay. All right, thank you. Thank you. You have a wonderful day, and thank you for calling APL. You too. For English, press one. Your call may be recorded for quality control purposes. Thank you for calling Benefits and A Card. This is Pamela speaking. How may I help you? Uh, yeah, I was calling to, uh, see if I could get, uh, my benefits verified. I'm at the dental office, but it's for my wife. And who do you work for, sir? It's for Superior Skilled Trades. The last 14 digits of your social? I'm sorry?... the last four digits of your Social Security card to file. Oh, yeah, 7313? Your first and last name? Ricardo Cervantes. Mr. Cervantes, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Yeah, it's 421 West 5th Street, Merced, California 95341. And it is 8/3/84. Thank you for the information. We have a total number of files 2097568801 and your email is serv\_99@yahoo.com. Yes. Right. Let's see. So your benefits just became effective today. Uh, let me see something here. Um, let me check. I don't think we're going to have the ID card yet available, or- Yeah, 'cause when I spoke to the person earlier they- Am I able to provide this copy? Uh-huh. Go ahead, sir. Okay, yeah 'cause when I spoke to the person earlier they said that they'd be able just to verify it, I guess, because they said it would take- Okay. ... um, a few business days to get the, to get the cards in. Mm-hmm. Yeah. So let me, um, pull up the information to see but at least we have a policy number. If not we could let the- Oh, okay. ... them know that, yes, the benefits are active and where to submit the claim. Okay. Let me check if we have all this. Yeah, it's not generated yet so who, do you want me to provide you

with the address where they can submit the claim or you want me to speak with the person there? Um, well, I, how would... Give me, let me ask her and give me what's- You could have them give us a call. Mm-hmm. Okay, hold on. So they wanna know if they should give me the information and then give it to you after to submit a claim, I guess? For it but she can verify that they're active, they just don't, I guess since they're switching it over they haven't created a policy number for it yet. Okay. So, it is, what is the name of, the current name of the insurance now that it's switched over to, or? Um, American Public Life. That's what it... Okay, I just spoke to somebody from that same place and they said that no, that there was no active benefit. That they couldn't even find my name or anything like that. Yeah, it's not showing. That's why we don't... Yeah, because it's- Oh, okay. ... on our side, 'cause they are the actual carrier but it hasn't, it hasn't generated on their end yet because it just became effective today. Oh, okay. I see. So, um- So American Public Life? Even if they- Is theirs at American Public Life? ... submit the claim... Yes. So when they, by the time they submit the claim, your information will be in the system. Okay, and does that, would I use that same name for the dental portion of it? 'Cause I'm at the dentist office. Yes, for your dental, your dental and your medical. Yeah, she said get my dental and medical. She said the only reason, and she goes, "That is the same company," but I guess the other one is the actual, like, head company. So they don't have my information yet because they're doing the transitional starting today, so, so that's why they haven't, they can't verify a policy number but the benefits are active. Is she, is she - With the dental, I mean, like- Yeah. ... I can get her a claims address. Okay. What do you, what can you give me for them, I guess, for them to submit the claim? I guess an address or something? The address I can provide you. Or can you, or is it able for you to fax them something maybe? And it's like, you know, what they're doing. Um, I don't... Let me see if we could email them something. Just bear with me. I could email it and if anything, let me... Yeah, I could send them an email with the, with the address of the, for submitting the claim. Okay. Let me get it. Do you have an email? She says she can email you the information for it. Okay, it's, uh, I got it here if you're ready for it. Go ahead. It's info, I-N-F-O, @idealdentalbuda, which is I-D-E-A-L and dental, D-E-N-T-A-L, buda, B-U-D-A,.com. Buda or Buda? Okay. Working on the email. Tomorrow, by, by the end of the day or tomorrow, we should have an, um, policy number available. If- Uh-huh. ... if you would like to call back and say anything. Okay. Yeah, I could give them a call tomorrow. And just in case- I'll verify it with that person and... Yeah. Uh-huh. Mm-hmm. And also, by Thursday we should be able to say... Okay. Go ahead and... All right. Yeah. It's just, I had the appoin- well, the appointment was already scheduled. And then I didn't... I realized that they were switching over on the fifth and I was like, "Oh, man." Th- threw everything into a loop. Mm-hmm. Okay. Yes. Write your name so they know. Last name is Picardo Cervantes. All right. So it's coming in. Um, I'm gonna send it from my email so it will be easier for them to find it. It's pamela.blanc@benefitsandcard. Okay. So the email will come from- If they want, I can wait on the line, um, to see if they receive it. Okay. What was your name? Pamela.Blanc? Yes, sir. Pamela.Blanc@, um, I think benefitsandcard. Is that... Benefitsandcard you said? Yes. Okay. Yeah. Sorry. Yeah. The way she says it, they probably won't have a policy number until tomorrow. Okay. And then my ID card information probably won't be available till Thursday or Friday, so. Okay. So we're just going to hear what you'd like us to do tonight. Yeah. And then we can also verify the insurance and everything and then we'll, uh, we'll treat you as fast as we can. Okay. Okay. Sounds good. Is there anything else I can do for you, sir? Um, no, that'll be all. No? No. Yeah, that'll be all. All right.

Thank you for here. Have a great rest of the day, sir. Thank you. You too.

## Conversation Format

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

Speaker speaker\_1: Thank you for calling DPL.

Speaker speaker\_0: ... your call may be monitored for quality assurance. . All of our representatives are currently assisting other customers. Please hold for the next available representative.

Speaker speaker\_2: Hello? Hello?

Speaker speaker\_0: Thank you. Yeah, sorry. How-

Speaker speaker\_2: Hello?

Speaker speaker\_0: ... can you-

Speaker speaker\_3: Hi, my name's Natasha. I'm calling from a provider's office.

Speaker speaker\_0: Yes.

Speaker speaker\_3: I just need to get a fax back of benefits. Hello? Can you hear me?

Speaker speaker\_0: Okay, I can help you with a fax, Ms. Natasha. Yes, ma'am.

Speaker speaker\_3: Okay. All right, um.

Speaker speaker\_0: And what it is, is your call back number, just in case our call is disconnected.

Speaker speaker\_3: It's 512-265-8427.

Speaker speaker\_0: Thank you, ma'am. And then what's the patient's name-

Speaker speaker\_3: Hello? Hello?

Speaker speaker\_0: ... to get a policy number? Hello? I can hear you.

Speaker speaker\_3: Okay, uh, I, okay, sorry. I don't have a policy number. I can give you the patient's. Do you want the subscriber's first and last name or do you want the patient's first and last name?

Speaker speaker\_0: The patient's.

Speaker speaker\_3: Okay. Um, the, it's Cindy, S-I-N-D-Y. And then I'm going to spell the last name. C-E-R-V-A-N-T-E-S.

Speaker speaker\_0: Okay. Okay. And then what is, um, date of birth please?

Speaker speaker\_3: April 6th, 1978.

Speaker speaker\_0: Okay, and do you have the Social?

Speaker speaker\_3: Um, do you want the subscriber or patient's?

Speaker speaker\_0: Uh, the subscriber will be fine, either way.

Speaker speaker\_3: 'Cause he's right here. Hold on one second, okay? Let me...

Speaker speaker\_0: Okay.

Speaker speaker\_3: Okay, he's going to give me his Social. Give me one second. He's giving it to me right now.

Speaker speaker\_0: Okay.

Speaker speaker\_4: I'm giving her my Social.

Speaker speaker\_3: Yes, ma'am.

Speaker speaker\_4: That's my Social.

Speaker speaker\_3: Okay, sorry.

Speaker speaker\_4: This is what I have as far as the old part.

Speaker speaker\_3: Yeah, can I get the Social?

Speaker speaker\_4: Yeah, it's 553...

Speaker speaker\_3: Ma'am, can you hear me? Hello? Yes, ma'am? Uh, it's, the Social is, it's 553-

Speaker speaker\_4: 81.

Speaker speaker\_3: 817-

Speaker speaker\_4: 7313.

Speaker speaker\_3: ... 7313.

Speaker speaker\_0: Okay, let me look that up quick and find their policy.

Speaker speaker\_3: Okay. And just so you know, the phone is kind of choppy, so I can hear you in bits and pieces.

Speaker speaker\_0: Oh, no. Okay. All right, let me see if I can fix that.

Speaker speaker\_3: Thank you, sir.

Speaker speaker\_4: No problem.

Speaker speaker\_0: Okay, let me repeat the Social to you. 55381 7313.

Speaker speaker\_3: Uh, I'm sorry, the phone was choppy. He can... Um, sir, can you-

Speaker speaker\_0: Ah, okay.

Speaker speaker\_3: Sorry. Can you write this? I'm sorry. I'll shred it. I just need a-

Speaker speaker\_4: The phone number?

Speaker speaker\_3: ... 'cause she said it, yeah. 'Cause she said it, and I don't really know. My brain is not, I don't memorize this kind of stuff. Um, hold on, ma'am, okay? 'Cause I'm, he's writing it down for me. 'Cause...

Speaker speaker\_0: Okay.

Speaker speaker\_3: Can you hear me?

Speaker speaker\_0: Yes, thank you.

Speaker speaker\_3: Okay, um, it's 553-

Speaker speaker\_0: I can hear you.

Speaker speaker\_3: ... 817313. I don't know, did you get all that?

Speaker speaker\_0: Yes, I did.

Speaker speaker\_3: Okay.

Speaker speaker\_0: Okay.

Speaker speaker\_3: I just, I know they're active today, as of today.

Speaker speaker\_0: All right.

Speaker speaker\_3: Or something.

Speaker speaker\_0: Okay, let me see. Okay, and the last name is Cervantes. And then can you-

Speaker speaker\_3: Yes.

Speaker speaker\_0: ... spell the patient's name again for me? S-H-Y?

Speaker speaker\_3: Yeah, C-I-N-D-Y.

Speaker speaker\_0: C-I-N-D-Y.

Speaker speaker\_3: I'm sorry, I can't hear you. Wha- did you say something?

Speaker speaker\_0: And, uh, and you're with a dental provider, is that correct?

Speaker speaker\_3: Yes, ma'am, Ideal Dental.

Speaker speaker\_0: Okay. I do not see a policy on file for dental for Cindy.

Speaker speaker\_3: Okay. Give me one second, okay? I'm gonna let the patient know.

Speaker speaker\_0: Yeah. Yes, ma'am.

Speaker speaker\_5: Um, ma'am, he wants to talk to you. Is that okay?

Speaker speaker\_0: Yes, let's talk.

Speaker speaker\_5: Okay, okay.

Speaker speaker\_6: Just so you know, it's a little choppy.

Speaker speaker\_0: Yes, I can hear you.

Speaker speaker\_7: Hello?

Speaker speaker\_0: Hi.

Speaker speaker\_7: Hello? Yeah.

Speaker speaker\_0: Hello? Mr. Cervantes?

Speaker speaker\_7: Yes, hello. Uh-huh.

Speaker speaker\_0: Hello, I can hear you. You said you wanted to talk to me. Do you have some questions?

Speaker speaker\_7: Hello? Yeah. She was saying that I didn't have dental for my wife. Um, I believe everything that was set up should have just carried over, which was both the health insurance and dental for myself and the family.

Speaker speaker\_0: Okay . I looked up your social security number, and I did not see your social security number in our system. Um, and then I looked up Ms. Cindy's name, and I did not find an active policy for her at this time. Now, I do see that, um, there were policies in the past that were active but are no longer. But don't find a policy with your social or with her name that's active at this time.

Speaker speaker\_7: Okay, so who would I... Is it because you guys are transitioning from the, whatever, the essential staff care to the other, whatever the... Was it Benefits and A Card or something like that? Would it be for that reason?

Speaker speaker\_0: Uh, we're not transitioning. No, sir, we're not transitioning. Um, do you work for Business Workers of America?

Speaker speaker\_7: No, it's for Superior Skilled Trades.

Speaker speaker\_0: Okay. Let me look and see if I can find that.

Speaker speaker\_6: All right. We'll see y'all next time, okay?

Speaker speaker\_0: That group.

Speaker speaker\_7: Okay. 'Cause I have my old, uh, well the card that I had before from you guys. I don't know if that will be any help.

Speaker speaker\_0: Uh, yes. Do you have a policy number on that old card?

Speaker speaker\_7: I believe it goes by group number, but give me one second to get that out.

Speaker speaker\_0: Okay. Well, I've got the group pulled up by the name that you gave me. Um, let me see if I can find you under the group.

Speaker speaker\_7: Okay. Yeah, I have a member ID here.

Speaker speaker\_0: Okay, what is that, please?

Speaker speaker\_7: It is 1762 4100.

Speaker speaker\_0: Okay. Okay. I'm not finding you in our system, sir. Is that, um, card through American Public Life?

Speaker speaker\_7: No, it should be, um... As far as I know, it's not through what you're saying. I don't know.

Speaker speaker\_0: Our company is American Public Life.

Speaker speaker\_7: Oh, okay. Then that's probably a different... This, um... Yeah, it's probably a whole different company, because the company they're going, my insurance is going through should be, um... Wait, what is it called? It's like, uh, Benefits and A Card but I don't know if they... And the old one is, was some program through MEC Vision and Dental. So it's the Essential Care-

Speaker speaker\_0: Okay. That's not our company, but I can transfer you. Okay? I can transfer you to, to Benefits and A Card though, if you would like, so you could talk to them about your coverage.

Speaker speaker\_7: Um, yeah, please.

Speaker speaker\_0: Okay. It's going to be a brief hold while I transfer you on over.

Speaker speaker\_7: Okay. W- What was your company name again, you said?

Speaker speaker\_0: Thank you for calling A... American Public Life.

Speaker speaker\_7: Okay. All right, thank you.

Speaker speaker\_0: Thank you. You have a wonderful day, and thank you for calling APL.

Speaker speaker\_7: You too.

Speaker speaker\_8: For English, press one. Your call may be recorded for quality control purposes.

Speaker speaker\_6: Thank you for calling Benefits and A Card. This is Pamela speaking. How may I help you?

Speaker speaker\_7: Uh, yeah, I was calling to, uh, see if I could get, uh, my benefits verified. I'm at the dental office, but it's for my wife.

Speaker speaker\_6: And who do you work for, sir?

Speaker speaker\_7: It's for Superior Skilled Trades.



Speaker speaker\_6: The last 14 digits of your social?

Speaker speaker\_7: I'm sorry?

Speaker speaker\_9: ... the last four digits of your Social Security card to file.

Speaker speaker\_7: Oh, yeah, 7313?

Speaker speaker\_9: Your first and last name?

Speaker speaker\_7: Ricardo Cervantes.

Speaker speaker\_9: Mr. Cervantes, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_7: Yeah, it's 421 West 5th Street, Merced, California 95341. And it is 8/3/84.

Speaker speaker\_9: Thank you for the information. We have a total number of files 2097568801 and your email is serv\_99@yahoo.com.

Speaker speaker\_7: Yes.

Speaker speaker\_9: Right. Let's see. So your benefits just became effective today. Uh, let me see something here. Um, let me check. I don't think we're going to have the ID card yet available, or-

Speaker speaker\_7: Yeah, 'cause when I spoke to the person earlier they-

Speaker speaker\_9: Am I able to provide this copy?

Speaker speaker\_7: Uh-huh.

Speaker speaker\_9: Go ahead, sir.

Speaker speaker\_7: Okay, yeah 'cause when I spoke to the person earlier they said that they'd be able just to verify it, I guess, because they said it would take-

Speaker speaker\_9: Okay.

Speaker speaker\_7: ... um, a few business days to get the, to get the cards in.

Speaker speaker\_9: Mm-hmm. Yeah. So let me, um, pull up the information to see but at least we have a policy number. If not we could let the-

Speaker speaker\_7: Oh, okay.

Speaker speaker\_9: ... them know that, yes, the benefits are active and where to submit the claim.

Speaker speaker\_7: Okay.

Speaker speaker\_9: Let me check if we have all this. Yeah, it's not generated yet so who, do you want me to provide you with the address where they can submit the claim or you want me to speak with the person there?

Speaker speaker\_7: Um, well, I, how would... Give me, let me ask her and give me what's-

Speaker speaker\_9: You could have them give us a call. Mm-hmm.

Speaker speaker\_7: Okay, hold on. So they wanna know if they should give me the information and then give it to you after to submit a claim, I guess? For it but she can verify that they're active, they just don't, I guess since they're switching it over they haven't created a policy number for it yet.

Speaker speaker\_9: Okay.

Speaker speaker\_7: So, it is, what is the name of, the current name of the insurance now that it's switched over to, or?

Speaker speaker\_9: Um, American Public Life.

Speaker speaker\_7: That's what it... Okay, I just spoke to somebody from that same place and they said that no, that there was no active benefit. That they couldn't even find my name or anything like that.

Speaker speaker\_9: Yeah, it's not showing. That's why we don't... Yeah, because it's-

Speaker speaker\_7: Oh, okay.

Speaker speaker\_9: ... on our side, 'cause they are the actual carrier but it hasn't, it hasn't generated on their end yet because it just became effective today.

Speaker speaker\_7: Oh, okay. I see.

Speaker speaker\_9: So, um-

Speaker speaker\_7: So American Public Life?

Speaker speaker\_9: Even if they-

Speaker speaker\_7: Is theirs at American Public Life?

Speaker speaker\_9: ... submit the claim... Yes. So when they, by the time they submit the claim, your information will be in the system.

Speaker speaker\_7: Okay, and does that, would I use that same name for the dental portion of it? 'Cause I'm at the dentist office.

Speaker speaker\_9: Yes, for your dental, your dental and your medical.

Speaker speaker\_7: Yeah, she said get my dental and medical. She said the only reason, and she goes, "That is the same company," but I guess the other one is the actual, like, head company. So they don't have my information yet because they're doing the transitional starting today, so, so that's why they haven't, they can't verify a policy number but the benefits are active.

Speaker speaker\_10: Is she, is she -

Speaker speaker\_11: With the dental, I mean, like-

Speaker speaker\_7: Yeah.

Speaker speaker\_11: ... I can get her a claims address.

Speaker speaker\_7: Okay. What do you, what can you give me for them, I guess, for them to submit the claim? I guess an address or something?

Speaker speaker\_9: The address I can provide you.

Speaker speaker\_7: Or can you, or is it able for you to fax them something maybe?

Speaker speaker\_10: And it's like, you know, what they're doing.

Speaker speaker\_9: Um, I don't... Let me see if we could email them something. Just bear with me. I could email it and if anything, let me... Yeah, I could send them an email with the, with the address of the, for submitting the claim.

Speaker speaker\_7: Okay. Let me get it. Do you have an email? She says she can email you the information for it. Okay, it's, uh, I got it here if you're ready for it.

Speaker speaker\_9: Go ahead.

Speaker speaker\_7: It's info, I-N-F-O, @idealdentalbuda, which is I-D-E-A-L and dental, D-E-N-T-A-L, buda, B-U-D-A,.com. Buda or Buda?

Speaker speaker\_9: Okay. Working on the email. Tomorrow, by, by the end of the day or tomorrow, we should have an, um, policy number available. If-

Speaker speaker\_7: Uh-huh.

Speaker speaker\_9: ... if you would like to call back and say anything.

Speaker speaker\_7: Okay. Yeah, I could give them a call tomorrow.

Speaker speaker\_9: And just in case-

Speaker speaker\_7: I'll verify it with that person and...

Speaker speaker\_9: Yeah.

Speaker speaker\_7: Uh-huh.

Speaker speaker\_9: Mm-hmm. And also, by Thursday we should be able to say...

Speaker speaker\_7: Okay.

Speaker speaker\_9: Go ahead and...

Speaker speaker\_7: All right. Yeah. It's just, I had the appoin- well, the appointment was already scheduled. And then I didn't... I realized that they were switching over on the fifth and I was like, "Oh, man." Th- threw everything into a loop.

Speaker speaker\_9: Mm-hmm. Okay. Yes. Write your name so they know. Last name is Picardo Cervantes. All right. So it's coming in. Um, I'm gonna send it from my email so it will

be easier for them to find it. It's pamela.blanc@benefitsandcard.

Speaker speaker\_7: Okay. So the email will come from-

Speaker speaker\_9: If they want, I can wait on the line, um, to see if they receive it.

Speaker speaker\_7: Okay. What was your name? Pamela.Blanc?

Speaker speaker\_9: Yes, sir.

Speaker speaker\_7: Pamela.Blanc@, um, I think benefitsandcard. Is that... Benefitsandcard you said?

Speaker speaker\_9: Yes.

Speaker speaker\_7: Okay. Yeah. Sorry. Yeah. The way she says it, they probably won't have a policy number until tomorrow.

Speaker speaker\_9: Okay.

Speaker speaker\_7: And then my ID card information probably won't be available till Thursday or Friday, so.

Speaker speaker\_12: Okay. So we're just going to hear what you'd like us to do tonight.

Speaker speaker\_7: Yeah.

Speaker speaker\_12: And then we can also verify the insurance and everything and then we'll, uh, we'll treat you as fast as we can. Okay.

Speaker speaker\_7: Okay. Sounds good.

Speaker speaker\_9: Is there anything else I can do for you, sir?

Speaker speaker\_7: Um, no, that'll be all.

Speaker speaker\_9: No?

Speaker speaker\_7: No. Yeah, that'll be all.

Speaker speaker\_9: All right. Thank you for here. Have a great rest of the day, sir.

Speaker speaker\_7: Thank you. You too.