

Transcript: Sara

Marulanda-4730070315483136-4957726868946944

Full Transcript

Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Hi, Sarah. My name is Breanne. I'm calling with the State of Utah Medicaid. Hello. How you doing today? I'm good. How are you? Doing great. Thank you. Uh, how can I help you? Yeah, I'm trying to verify eligibility for an older policy for a member. Sure. Um, do you have the first and last name? Yeah. It's Moishan. M-O-I-S-H-A-N. Last name is Roldan, R-O-L-D-A-N. Moishan Roldan. Okay, let me see if I get it correctly. M-O-I-S-H-A-N. Uh-huh. Last name R-O-L-D-A-N, Roldan. That's correct. Yep. Okay. Um, is that person the principal on the account or is a dependent? Uh, it looks like that's the principal. Well, it's, it's not showing anything. Um, do you know if Mr. Roldan has another last name maybe? Um, I only see that last name. I do have like a policy number, um, for their employer. Hmm. No, uh, I mean, policy number is for the interest card or the ID cards. W- we don't work with that. Uh-huh. Um, did you know like what company is that person working with? Like what, the staffing company? Um, yeah. It says Focus Industrial Workforces. Okay. Hold on please. No worries. Okay. I'm seeing we got M-O-A-E-E-S-H-A-N, Mo- Moishan. Okay. Roldan. Uh, that's the- Okay. ... only one I have here. Okay. Um, are you guys located like in Utah? Yes. And do you know Mr. Roldan date of birth? Yeah. His date of birth is 10/13/1972. Perfect. Yes. I have the correct person. Okay. Um, uh, w- okay. You say you need to verify coverage for old, I mean, a previous date? Wh- when was that like? Nope, I just need- When was this service done? ... just need gen- just need general... Yeah, I just need general eligibility just to see if the policy is still active for him and his dependent. No, last day coverage was active was, um, January 2nd, 2023. January 2nd, 2023? Yes, ma'am. That's when their, uh, their past enrollment ended. Okay, perfect. And is that the same for his dependent listed, for Ryan? Uh, yes. The same for Ryan. Uh-huh. Okay. Yes. Okay. Perfect. All righty. That's all that I needed then. Thank you so much. Oh, okay. You're more than welcome. Have a great day and thank you for calling Benefits in a Card. You too. Thank you. Thank you. Bye-bye. B- bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Hi, Sarah. My name is Breanne. I'm calling with the State of Utah Medicaid. Hello. How you doing today? I'm good. How are you? Doing great. Thank you. Uh, how can I help you? Yeah, I'm trying to verify eligibility for an older policy for a member. Sure. Um, do you have the first and last name? Yeah. It's Moishan. M-O-I-S-H-A-N. Last name is Roldan, R-O-L-D-A-N. Moishan Roldan. Okay, let me see if I get it correctly. M-O-I-S-H-A-N. Uh-huh. Last name R-O-L-D-A-N, Roldan. That's correct. Yep. Okay. Um, is that person the principal

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