

## Transcript: Sara

**Marulanda-4850995784499200-4808176277569536**

### Full Transcript

Hello. Hi, how are you? Thank you for just... Thank you for calling Benefits in a Card. My name is Sarah. May I have your name please? This is Kalee. Hello, Kalee. How may I help you? Um, I'm from Cahaba Medical Care Foundation. I was calling to check eligibility for a patient. Okay, sure. Uh, may I have the name and last name of the patient? It's Caleb King. Can you sp- uh, sp- spell that for me, please? C-A-L-E-B K-I-N-G. Okay. C-A-L-L-E-V and then King. Mm-hmm. Um, is... Do you know if he's the principal on the account or if he's a dependent? Um, it says insured/employee name. It's going to be C-A-L-E-B, not, not two Ls. Oh. Okay. Um, uh, did you know the date of birth? Yes. His birthday, um, is going to be November 10th, 1993, or 11/10/1993. Okay. And where are you guys located? Is... Because we have like 15 Caleb King- Okay. ... so I'm trying to figure out which one is the correct one. Okay. And we, um... He's going to be in the Alabaster location. Alabaster in Alabama? Yes. And is his email cmking@0824@gmail.com? Let me see. Cmking@0824? Yes, that's him. Yes. Okay, perfect. Um, when was the service done? I'm sorry? Okay. You say you're calling for a eligibility or a claimant status? Y- yes, eligibility. Okay. So- To make sure that his policy is active. It is active until the 20th. As you know there'll be... Mm-Hmm. The coverage is paid every week, so if he has deduction due from this paycheck, he will have active coverage next week. But until the 20th, he's active. Okay. Until the 20th of April? Yes. Yes, ma'am. Okay. And, uh, just for my notes, may... Could you please repeat your name and the place where, where you're calling from? Kalee. It's K-A-L-E-E, and I'm from Cahaba Medical Care. Okay. Eva. E-V-A. And can I have a call reference number, please? Yeah. It is SARAM 414- Okay. ... 2025. Okay. Thank you so much. You're more than welcome. Anything else that I can help you with? No, that was it. All right. Have a wonderful day, and thank you for calling Benefits in a Card. Yes, ma'am. You too. Thank you. Bye.

### Conversation Format

Speaker None: Hello. Hi, how are you? Thank you for just... Thank you for calling Benefits in a Card. My name is Sarah. May I have your name please? This is Kalee. Hello, Kalee. How may I help you? Um, I'm from Cahaba Medical Care Foundation. I was calling to check eligibility for a patient. Okay, sure. Uh, may I have the name and last name of the patient? It's Caleb King. Can you sp- uh, sp- spell that for me, please? C-A-L-E-B K-I-N-G. Okay. C-A-L-L-E-V and then King. Mm-hmm. Um, is... Do you know if he's the principal on the account or if he's a dependent? Um, it says insured/employee name. It's going to be C-A-L-E-B, not, not two Ls. Oh. Okay. Um, uh, did you know the date of birth? Yes. His birthday, um, is going to be November 10th, 1993, or 11/10/1993. Okay. And where are you guys located? Is... Because

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