

## **Transcript: Sara**

**Marulanda-5532861485203456-5380561609342976**

### **Full Transcript**

Thank you... if this is my card. My name is Sarah. Who am I speaking with? My name is Tracy. Tracy, how may I help? Hi. Um, I did, I would just want... I just called and spoke to someone. I got dental benefits for a patient. I'm pr- calling from a dental office. I just wanted to see if there was a group number for this policy. Okay. Let me check that for you. Um, may I have the first and last name of the, the patient? Of course. It is Tammy Morrison. Her date of birth is, hold on I'm on the wrong screen, 11/14/67. Okay. And are you guys located on Otsego, Michigan? Yes, ma'am. Okay. I got her. Okay. Let me check. Give me just a minute while I download her ID card. Mm, it's gonna take a minute. I'm sorry. Taking forever to download. You're fine, honey. No, just take your time. She sent me a fax, and I just want to be certain that there's... I didn't really see a group number on here. Okay. Unless it's the policy number. Um, let's see what we can find here. 'Cause her coverage became active, um, last on the 14th, so the ID cards must be ready. Um, where are you calling from? I'm calling from Otsego Family Dentistry, a dental office. Oh, okay. Perfect, just for my notes. Yeah, of course. Okay. Group number 70096. 70096? Yes, ma'am. All right, and then one other question. Um, does it renew... Um, I know, I know it was active April 14th, but does it renew techn- usually like in January? Okay. Um, this is a ... .. payment, uh, coverage, so like- Oh, month, month by month. I bet ya. Biweekly. I mean, every week, like, um, last week deduction will cover this current week. Got it. Okay, sweetheart. That's all I needed to know. So right now... Right now it is active until the 7th, the 27th. I'm sorry. Okay, perfect. Thank you for your help. I really appreciate it. You're more than welcome. Um, other than that, is there anything else that I can help you with? That's all I needed. Thank you so much. Appreciate it. All right. You're more than welcome. Have a wonderful day. You as well. Bye-bye. Thank you. Bye.

### **Conversation Format**

Speaker None: Thank you... if this is my card. My name is Sarah. Who am I speaking with? My name is Tracy. Tracy, how may I help? Hi. Um, I did, I would just want... I just called and spoke to someone. I got dental benefits for a patient. I'm pr- calling from a dental office. I just wanted to see if there was a group number for this policy. Okay. Let me check that for you. Um, may I have the first and last name of the, the patient? Of course. It is Tammy Morrison. Her date of birth is, hold on I'm on the wrong screen, 11/14/67. Okay. And are you guys located on Otsego, Michigan? Yes, ma'am. Okay. I got her. Okay. Let me check. Give me just a minute while I download her ID card. Mm, it's gonna take a minute. I'm sorry. Taking forever to download. You're fine, honey. No, just take your time. She sent me a fax, and I just want to be certain that there's... I didn't really see a group number on here. Okay. Unless it's the policy

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