

## Transcript: Sara

**Marulanda-5677806717943808-6116725171339264**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Sara. May I have your name, please? Yes, my name is Bernita. Hello, Ms. Bernita. How may I help you? I am calling to check the status of a claim. Okay. Uh, may I have the name and last name of the member? Jeffrey McCollum. Can you spell the last name for me, please? M-C-C-O-L-L-U-M. Jeffrey, J-E-F-F-R-E-Y? Yes. No, she- Uh, McCollum. I mean J-E-F-F-E-R-Y. Yeah, that's right, and McCollum is M-C-C-O-L-L-U-M. Okay, um, do you have that person's date of birth? Yes. It's June 13, 1984. Okay, give me just a minute, please. And what's the name of this insurance again? Uh, we are Benefits in a Card Administrators for, um, uh, different staffing agencies or temporary agencies. Okay. Okay. Give me just a minute, please. Waiting for the system to download. I'm sorry. Okay. And are you guys located on South Carolina? Yes, we are. Okay. When was this service done? It was August the 5th, 2024. ... McCollum. Do you know the, I mean, his address? Uh, I have two different accounts here, so I need to find out which account was changed. Okay. Do you know his address? Yes. Um, 1239 Oscar Drive, Dillon, South Carolina, 29536. Okay. And is his email JMoneyMcCollum82@gmail.com? Uh, no. We have RonaldMcKinlan... McKin- McKinson@gmail.com. Do you know his date of birth? I mean, uh, his phone number? Yes. Uh, we have 843-506-3179. On his date of birth, you say it was, uh, June 13th this year? June 13, 19... Yes, of 1984. Okay, I have, I have one account here for him. Mm-hmm. Mm-hmm. But... Okay, hold on, please. Because this person did not have any coverage with you, I mean, with us. Okay. Patient... Yes, um- Never had coverage? No. You said that the service was done on August 24? August the 5th, 2024. No, he has no coverage with us for that date. Um, and there has been, uh... No, no, no coverage at all for him. Wh- where are you calling from? What is the name of the, um, office you're calling from? Mc... McLeod Regional Medical Center. Yes, unfortunately, he has no coverage with us. Okay. All right, and what's your name again? Sara. S-A-R-A. Can I have a call reference number, Sara? It is S-A-R-A-M, 0506-2025. Okay. Thank you so much. All right. I appreciate it. You're more than welcome. Have a wonderful day. Thank you for calling Benefits in a Card. Thank you. Mm-hmm. Bye.

### Conversation Format

Speaker None: Thank you for calling Benefits in a Card. My name is Sara. May I have your name, please? Yes, my name is Bernita. Hello, Ms. Bernita. How may I help you? I am calling to check the status of a claim. Okay. Uh, may I have the name and last name of the member? Jeffrey McCollum. Can you spell the last name for me, please? M-C-C-O-L-L-U-M. Jeffrey, J-E-F-F-R-E-Y? Yes. No, she- Uh, McCollum. I mean J-E-F-F-E-R-Y. Yeah, that's right, and

McCollum is M-C-C-O-L-L-U-M. Okay, um, do you have that person's date of birth? Yes. It's June 13, 1984. Okay, give me just a minute, please. And what's the name of this insurance again? Uh, we are Benefits in a Card Administrators for, um, uh, different staffing agencies or temporary agencies. Okay. Okay. Give me just a minute, please. Waiting for the system to download. I'm sorry. Okay. And are you guys located on South Carolina? Yes, we are. Okay. When was this service done? It was August the 5th, 2024. ... McCollum. Do you know the, I mean, his address? Uh, I have two different accounts here, so I need to find out which account was changed. Okay. Do you know his address? Yes. Um, 1239 Oscar Drive, Dillon, South Carolina, 29536. Okay. And is his email JMoneyMcCollum82@gmail.com? Uh, no. We have RonaldMcKinlan... McKin- McKinson@gmail.com. Do you know his date of birth? I mean, uh, his phone number? Yes. Uh, we have 843-506-3179. On his date of birth, you say it was, uh, June 13th this year? June 13, 19... Yes, of 1984. Okay, I have, I have one account here for him. Mm-hmm. Mm-hmm. But... Okay, hold on, please. Because this person did not have any coverage with you, I mean, with us. Okay. Patient... Yes, um- Never had coverage? No. You said that the service was done on August 24? August the 5th, 2024. No, he has no coverage with us for that date. Um, and there has been, uh... No, no, no coverage at all for him. Wh- where are you calling from? What is the name of the, um, office you're calling from? Mc... McLeod Regional Medical Center. Yes, unfortunately, he has no coverage with us. Okay. All right, and what's your name again? Sara. S-A-R-A. Can I have a call reference number, Sara? It is S-A-R-A-M, 0506-2025. Okay. Thank you so much. All right. I appreciate it. You're more than welcome. Have a wonderful day. Thank you for calling Benefits in a Card. Thank you. Mm-hmm. Bye.