

## Transcript: Sara

**Marulanda-6003562548740096-4510634567450624**

### Full Transcript

That's it. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Donna. Hello, Ms. Donna. How may I help you? I'm calling about a patient. I'm calling to see if he has dental benefits. Uh- Sure, I can help you with that. Okay. And I have his social and his date of birth, and I'm really calling about his daughter, so. Um, okay. I'm gonna need, well, the last four of the social is going to help me a lot. Okay, 6471. And the last name? Uh, Moore. M-O-O-R-E? Yes, ma'am. Thank you very much. Give me just a minute. Is the first name Tutoris? Yes, ma'am. And his daughter is Erin, E-R-I-N. Okay, hold on. E-R-I-N Moore. Yes. Uh-huh. Uh-huh. From 5919- 519... Yeah. Okay. And when was the service done or...? Well, it hasn't been done yet. I'm just seeing if there's any benefits, uh, if, if they have dental benefits. Yes, they do have dental benefish, uh, benefits and it's active until the next 27th. You know, every week they get deduction, and that deduction is going to cover the following week. So until now, the coverage is active until this coming Sunday. It's Monday through Sunday, the coverage. Okay, so it's only weekly. Yes, ma'am. It is. If they pay? Yes, ma'am. Okay, and is there any way- If they check off or pay, make a direct payment. And is there any way to get like a fax back of how they pay or anything? Okay. Okay, like if for us to send you a fax, uh, telling you how they pay? Yes, ma'am. Um, I don't know if we can do that. Uh, let me see. May I put you on hold for a minute? Yes, ma'am. Okay, thank you. Hello, ma'am. Yes, ma'am. Thank you for waiting. Okay, this is the thing. Uh, uh, we don't do the... anyway, we don't make deductions, uh, the deduction made for the, um, by the temporary agency that they're working with. We're just the healthcare administrators. So wouldn't provide that information. I'm sorry about that. Okay, so do you know if she has ortho coverage under this plan, the daughter, orthodontic for braces? Or is there a way- I think that- ... that I can call and find out more information somewhere? Yes, yes. Uh, I'm going to give you the carrier, uh, phone number, and if you want, I can transfer your call with them. Okay, and what are you giving me the number for? I'm sorry. Uh, the carrier of the insurance. Carrier? Okay. Carrier, yes. Okay. Just let me know whenever you're ready. I'm, I'm ready, but if I could get the phone number too- But if I could... 8. ... that would... Okay. Yes. Okay. Yes, I'm going to give you the phone number before I transfer you. Okay. Uh, the number is 800-256-8606. 8606. Okay, thank you so much. You're more than welcome. And just before I make the transfer for my notes- Okay. ... um, may I have your name again and the name of the- Donna. Donna. And it's Dr. David Braswell. That's right. Donna Braswell. B-R-A-S-W-E-L-L. Okay, Ms., uh, Donna, I already got that information. Let me transfer your call with a peer, okay? Okay, thank you so much. You're more than welcome. Have a wonderful day, and thank you for calling Benefits in a Cart. Thank you.

## Conversation Format

Speaker None: That's it. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Donna. Hello, Ms. Donna. How may I help you? I'm calling about a patient. I'm calling to see if he has dental benefits. Uh- Sure, I can help you with that. Okay. And I have his social and his date of birth, and I'm really calling about his daughter, so. Um, okay. I'm gonna need, well, the last four of the social is going to help me a lot. Okay, 6471. And the last name? Uh, Moore. M-O-O-R-E? Yes, ma'am. Thank you very much. Give me just a minute. Is the first name Tutoris? Yes, ma'am. And his daughter is Erin, E-R-I-N. Okay, hold on. E-R-I-N Moore. Yes. Uh-huh. Uh-huh. From 5919- 519... Yeah. Okay. And when was the service done or...? Well, it hasn't been done yet. I'm just seeing if there's any benefits, uh, if, if they have dental benefits. Yes, they do have dental benefish, uh, benefits and it's active until the next 27th. You know, every week they get deduction, and that deduction is going to cover the following week. So until now, the coverage is active until this coming Sunday. It's Monday through Sunday, the coverage. Okay, so it's only weekly. Yes, ma'am. It is. If they pay? Yes, ma'am. Okay, and is there any way- If they check off or pay, make a direct payment. And is there any way to get like a fax back of how they pay or anything? Okay. Okay, like if for us to send you a fax, uh, telling you how they pay? Yes, ma'am. Um, I don't know if we can do that. Uh, let me see. May I put you on hold for a minute? Yes, ma'am. Okay, thank you. Hello, ma'am. Yes, ma'am. Thank you for waiting. Okay, this is the thing. Uh, uh, we don't do the... anyway, we don't make deductions, uh, the deduction made for the, um, by the temporary agency that they're working with. We're just the healthcare administrators. So wouldn't provide that information. I'm sorry about that. Okay, so do you know if she has ortho coverage under this plan, the daughter, orthodontic for braces? Or is there a way- I think that- ... that I can call and find out more information somewhere? Yes, yes. Uh, I'm going to give you the carrier, uh, phone number, and if you want, I can transfer your call with them. Okay, and what are you giving me the number for? I'm sorry. Uh, the carrier of the insurance. Carrier? Okay. Carrier, yes. Okay. Just let me know whenever you're ready. I'm, I'm ready, but if I could get the phone number too- But if I could... 8. ... that would... Okay. Yes. Okay. Yes, I'm going to give you the phone number before I transfer you. Okay. Uh, the number is 800-256-8606. 8606. Okay, thank you so much. You're more than welcome. And just before I make the transfer for my notes- Okay. ... um, may I have your name again and the name of the- Donna. Donna. And it's Dr. David Braswell. That's right. Donna Braswell. B-R-A-S-W-E-L-L. Okay, Ms., uh, Donna, I already got that information. Let me transfer your call with a peer, okay? Okay, thank you so much. You're more than welcome. Have a wonderful day, and thank you for calling Benefits in a Cart. Thank you.