

Transcript: Sara

Marulanda-6408565118648320-5649989135679488

Full Transcript

Thank you for calling Benefits in a Card. My name is Sierra. Who I am speaking with? My name's Tara. It's T-A-R-A. Hello, Tara. How may I help you? Uh, I was just calling to follow up on a claim. Um, we had previously called and it looked like, um, the member didn't pay their premium so the coverage was terminated. I was just calling to see if the patient had paid that premium. Okay, sure. Let me check that for you. May I have please the name... first and last name of that, um, the patient? Yeah. The first name is, is Zatanna. It's Z-A-T-A-N-N-A. Last name Baldwin. B-A-L-D-W-I-N. Date of birth, 10/11/2020. Okay. Give me just a minute. Baldwin. B-A-L-D-W-I-N? Correct. And Zatanna is Z-A-T-A-N-N-A? Yes. Hm, nothing is showing up. Um, is the... is that person the principal of the account or just a dependent? Um, it would be a dependent. Okay, I'm gonna need the name of the principal. All right, let me see if we have that card here. Sure. Um, yes. It's for Andrew... The insured is Andrew Baldwin. Okay. Um, we have one, two, three, four of them. So it might be a Baldwin. Okay, um, like what state are you guys located at? Oh, we are in Indiana and there is... there's a policy number and a medical ID number on this card if that helps you. Okay, um, that's not helping me to locate him. Okay. We have two in Indiana. Um, do you know the date of birth- Sure. ... or number or email address? Yeah. Andrew Baldwin, 8/12/91 and they're in Kingman, Indiana. 1430 East 100 South Kingman, Indiana 47952 is the address. Thank you very much. Uh-huh. Okay, let me see. Okay. When was the service? It was for March 10th of 2025. Actually, I was the one who pick up your call. Oh. On April the 10th. Uh-huh. Yeah. Um, nothing has changed. He has no active coverage. No coverage still? Not by, uh... by April the 10th, no. Uh, his coverage was already canceled. Due to- Uh, on Mar- No. On March 10th? Yes. He had no coverage- The last day he has active coverage was March the 9th. March 9th, okay. All right. I just wanted to make sure. It looks like the, it looks like the parent came in to get itemized statement on April 15th, so I didn't know if anything had changed, so okay. Mm-hmm. I just wanted to confirm. Is there a reference number for our call? Sure. It's gonna be SRAM4222025. Thank you so much for your help. You have a great day. You as well. Thank you for calling Benefits in a Card. Have a great day. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Card. My name is Sierra. Who I am speaking with? My name's Tara. It's T-A-R-A. Hello, Tara. How may I help you? Uh, I was just calling to follow up on a claim. Um, we had previously called and it looked like, um, the member didn't pay their premium so the coverage was terminated. I was just calling to see if the patient had paid that premium. Okay, sure. Let me check that for you. May I have please

the name... first and last name of that, um, the patient? Yeah. The first name is, is Zatanna. It's Z-A-T-A-N-N-A. Last name Baldwin. B-A-L-D-W-I-N. Date of birth, 10/11/2020. Okay. Give me just a minute. Baldwin. B-A-L-D-W-I-N? Correct. And Zatanna is Z-A-T-A-N-N-A? Yes. Hm, nothing is showing up. Um, is the... is that person the principal of the account or just a dependent? Um, it would be a dependent. Okay, I'm gonna need the name of the principal. All right, let me see if we have that card here. Sure. Um, yes. It's for Andrew... The insured is Andrew Baldwin. Okay. Um, we have one, two, three, four of them. So it might be a Baldwin. Okay, um, like what state are you guys located at? Oh, we are in Indiana and there is... there's a policy number and a medical ID number on this card if that helps you. Okay, um, that's not helping me to locate him. Okay. We have two in Indiana. Um, do you know the date of birth- Sure. ... or number or email address? Yeah. Andrew Baldwin, 8/12/91 and they're in Kingman, Indiana. 1430 East 100 South Kingman, Indiana 47952 is the address. Thank you very much. Uh-huh. Okay, let me see. Okay. When was the service? It was for March 10th of 2025. Actually, I was the one who pick up your call. Oh. On April the 10th. Uh-huh. Yeah. Um, nothing has changed. He has no active coverage. No coverage still? Not by, uh... by April the 10th, no. Uh, his coverage was already canceled. Due to- Uh, on Mar- No. On March 10th? Yes. He had no coverage- The last day he has active coverage was March the 9th. March 9th, okay. All right. I just wanted to make sure. It looks like the, it looks like the parent came in to get itemized statement on April 15th, so I didn't know if anything had changed, so okay. Mm-hmm. I just wanted to confirm. Is there a reference number for our call? Sure. It's gonna be SRAM4222025. Thank you so much for your help. You have a great day. You as well. Thank you for calling Benefits in a Card. Have a great day. Bye-bye.