

Transcript: Sara

Marulanda-6497745771741184-6587360574750720

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling benefits in a cart. My name is Sara. May I have your name, please? Sure, ma'am. My name is Amelia. I'm calling from provider's office. How are you doing today? I'm doing okay. How can I help you, ma'am? That's good to hear, ma'am. Actually, I just want to know the disability of patient. Okay. Um, what is the name and last name of the patient? Yes, sure. Patient's first name is Armas. Can you spell that for me, please? Yes, sure. A for alpha, R for romeo, M for mary, A for alpha, H for henry. Last name is- Wait. Okay, hold on, hold on, hold on. I'm sorry. I don't get that. Sure. A-R-M... What else? A as in alpha. H for henry. Okay. Go ahead. And last name? Last name is Coleman. Spelled like C for charlie, O for ocean, M for mary, E for echo, H for henry, N for nancy. Okay, hold on, please. Yes, sure. Okay. Do you know this, uh, person last four digits of their Social Security number? I have a member ID number, ma'am. The ID number only works with the insurance company. We are the administrators. Um, do you know his date of birth? Yes. Date of birth is August 2nd, 1970. And are you guys located in Columbus, Ohio? Yes. Okay. Okay, this member... Okay, and, uh, you need to verify vision, dental, or preventive care coverage. Which one? Medical. Okay, this person is enrolled on preventive care only. They don't have hospital indemnity. For... Patient has, uh, no medical coverage? Okay, they have preventive care, like one physical exam examination, uh, screenings like bl- blood pressure, pap smear, uh, colonoscopy for cancer, um, screenings, col- colorectal cancer screenings, vaccinations, um, but it... They don't have, like, hospital indemnity or doctor visitations if they are sick. Okay. Just allow me a moment. And may I have the name of the provider's office again? I'm sorry. Yes, provider's office name is Ocho Health Plus BC. Okay. Can you spell that for me, please? Yes, the first name spell is A for alpha, Y for yankee, E for echo, S for sen, U for umbrella, then Health Plus BC. Okay, hold on, please. Okay. Yeah, so, um, that person preventive care coverage is active- Mm-hmm. ... until, uh, this coming Sunday. You know, they pay weekly. So when was the service done? Can you spell out your name for me? I'm sorry? Can you spell out your name for me? Sara. S-A-R-A. When was the service done? Ma'am, can you spell your name for me? Sara. S-A-R-A. Thank you. And what's the first initial of your last name? I'm sorry? The- First initial of your last name. Okay, I will give you that, but when was the service done? Sure. Actually, I, I am done with my questions, and could you pro- please provide me correct number to discall? Okay, first I need for you to please provide me with the information I'm asking. When was the service done? October 30, 2024. October 13, right? 30. Three, zero. 30, 24. Okay, yes, he has the same coverage by then. Mm-hmm. It's preventive care, dental, and vision. Mm-hmm. Okay, let me give you the discall information. Give me a minute, please. Sure thing. Oh, and this call will be Sara, S-A-R-A, M- 01072025. That's the confirmation number. Okay, ma'am. Thank you so much. I really appreciated it and hope you enjoy rest of the day. Bye-bye. You as well, ma'am.

Thank you. Bye-bye. Thank you. Bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes.

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