

## Transcript: Sara

**Marulanda-6545730570469376-5507283177095168**

### Full Transcript

Thank you for call... Thank you for calling Benefits in a Card. My name is Sara. May I have your name, please? Hi, Sara. My name is Cara. It's C-A-R-A. Last name initial is R. I'm calling with Franciscan Health. Hello. How may I help you? I'm just calling to follow up on a claim. Sure. Uh, first, let me find out the, the patient. May I have the name and last name? Yeah. The first name is Z-A-T-A-N-N-A and the last name is B as in boy, A-L, D as in dog, W-I-N as in Nancy. So, Zatanna Baldwin. 10/11/2020 is the date of birth. Okay. Is... How old is she? I mean, is, is she the principal on the account or is she a, a- She's the pa- she's the patient. The policyholder it looks like is Andrew Baldwin. Andrew Baldwin. Andrew. Oh. Oh, my goodness. Okay. I have 45 pages to check. Give me a minute, please. Mm-hmm. Do you want like the policy number or the ID number? Will that help you at all? No, that's for the insurance. Oh, okay. We're just the administrator. Okay, give me a minute. Um, okay. A-N-D-R-E-W. Andrew? Yes. Baldwin is B-A-L-D-W-I-N. That correct? That's correct. Yes, ma'am. Um, do you know... W- what state are you guys located in, in Indiana? Um, Indiana. Okay. Give me a minute, please. Think I got him. Did you note the address or phone number? Anything from- You need the add- ... Mr. Baldwin. You said you need the address? Yes. Uh, I'm just trying to figure- I have five Andrew Baldwin, so I'm trying to get that- Yeah, let me get that for you. ... your name, please. Address. Let's see. Is 1430 East 1000 South Kingman, Indiana, 47952. Okay. I think I got him. Uh- His birthday is 8/12/91, if that helps you. Yes. I got it. Thank you very much. Okay. You're welcome. When was the surgery done? Um, when was it or where? Yes. When? When? Um, March 10th, 2025. March 10th, 2025. Okay. That day... They don't have coverage that day on March the 10th. They have no coverage. Okay. No. The last day of active coverage was March 9th. Uh, 'cause it says on their card... So their coverage was effective 1/13 of '25 to March 9th of '25? Yes. Oh, okay. January 13 to March 20, uh, to March 9th. All right. That's all I needed to know. Thank you so much for your help. Is there a reference number for our call? Um, yes. It will be, um, S-A-R-A-M-4-1-0-2-0-2-5. Thank you so much for your help. You have a great day. You're more than welcome. Have a great day. Thank you for calling us. Uh, bye-bye.

### Conversation Format

Speaker None: Thank you for call... Thank you for calling Benefits in a Card. My name is Sara. May I have your name, please? Hi, Sara. My name is Cara. It's C-A-R-A. Last name initial is R. I'm calling with Franciscan Health. Hello. How may I help you? I'm just calling to follow up on a claim. Sure. Uh, first, let me find out the, the patient. May I have the name and last name? Yeah. The first name is Z-A-T-A-N-N-A and the last name is B as in boy, A-L, D as

in dog, W-I-N as in Nancy. So, Zatanna Baldwin. 10/11/2020 is the date of birth. Okay. Is... How old is she? I mean, is, is she the principal on the account or is she a, a- She's the pa- she's the patient. The policyholder it looks like is Andrew Baldwin. Andrew Baldwin. Andrew. Oh. Oh, my goodness. Okay. I have 45 pages to check. Give me a minute, please. Mm-hmm. Do you want like the policy number or the ID number? Will that help you at all? No, that's for the insurance. Oh, okay. We're just the administrator. Okay, give me a minute. Um, okay. A-N-D-R-E-W. Andrew? Yes. Baldwin is B-A-L-D-W-I-N. That correct? That's correct. Yes, ma'am. Um, do you know... W- what state are you guys located in, in Indiana? Um, Indiana. Okay. Give me a minute, please. Think I got him. Did you note the address or phone number? Anything from- You need the add- ... Mr. Baldwin. You said you need the address? Yes. Uh, I'm just trying to figure- I have five Andrew Baldwin, so I'm trying to get that- Yeah, let me get that for you. ... your name, please. Address. Let's see. Is 1430 East 1000 South Kingman, Indiana, 47952. Okay. I think I got him. Uh- His birthday is 8/12/91, if that helps you. Yes. I got it. Thank you very much. Okay. You're welcome. When was the surgery done? Um, when was it or where? Yes. When? When? Um, March 10th, 2025. March 10th, 2025. Okay. That day... They don't have coverage that day on March the 10th. They have no coverage. Okay. No. The last day of active coverage was March 9th. Uh, 'cause it says on their card... So their coverage was effective 1/13 of '25 to March 9th of '25? Yes. Oh, okay. January 13 to March 20, uh, to March 9th. All right. That's all I needed to know. Thank you so much for your help. Is there a reference number for our call? Um, yes. It will be, um, S-A-R-A-M-4-1-0-2-0-2-5. Thank you so much for your help. You have a great day. You're more than welcome. Have a great day. Thank you for calling us. Uh, bye-bye.