

## **Transcript: Sara**

**Marulanda-6639507188400128-6014279202553856**

### **Full Transcript**

Thanks for calling Benefits in a Card. Uh, my name is Sara. Who am I speaking with? Um, Takai, T-K-A-I. What was your name? Sara, S-A-R-A. How can I help you? Yes, I'm trying to get a claim status. Sure, um, may I have the name and last name of the patient? Victoria Jenkins. Okay, hold on. Victoria... Can you spell the last name for me please? J-E-N-K-I-N-S. Do you know her date of birth? 5-23-1968. And are you guys located on Illinois? Yes. Okay, thank you very much. When was the service done? 2-1-25. So February 1st. Okay. Hold on please. Um, was that medical, dental, vision? Medical. Okay. Okay, the member was active by then. I'm gonna provide you with the APL phone number through the insurance and then I'm going to transfer your call with them, okay? Okay. Okay, just let me know whenever you're ready. I'm ready. It is 800-256-8606. I'm ready. Thank you. Okay. You're more than welcome. Before I transfer your call, is there anything else that I can help you with? That's all. Thank you for calling Benefits in a Card. Have a wonderful day.

### **Conversation Format**

Speaker None: Thanks for calling Benefits in a Card. Uh, my name is Sara. Who am I speaking with? Um, Takai, T-K-A-I. What was your name? Sara, S-A-R-A. How can I help you? Yes, I'm trying to get a claim status. Sure, um, may I have the name and last name of the patient? Victoria Jenkins. Okay, hold on. Victoria... Can you spell the last name for me please? J-E-N-K-I-N-S. Do you know her date of birth? 5-23-1968. And are you guys located on Illinois? Yes. Okay, thank you very much. When was the service done? 2-1-25. So February 1st. Okay. Hold on please. Um, was that medical, dental, vision? Medical. Okay. Okay, the member was active by then. I'm gonna provide you with the APL phone number through the insurance and then I'm going to transfer your call with them, okay? Okay. Okay, just let me know whenever you're ready. I'm ready. It is 800-256-8606. I'm ready. Thank you. Okay. You're more than welcome. Before I transfer your call, is there anything else that I can help you with? That's all. Thank you for calling Benefits in a Card. Have a wonderful day.