

## **Transcript: VICTORIA**

**Taylor-6424453188468736-6556422232653824**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Vatoria. How can I help you? Hi, my name is Stanley and I'm from Hope Family Care Center. I have a patient and I am, uh, trying to see if his insurance is active and if we are in network. Okay. Um, I can pull up his file to see if the coverage is active but I will not be able to see if you guys are in the network. Um, that, you would have to contact MultiPlan for and I can give you their phone number. Um- Okay. Um- Let me pull- Yeah, go for it. Let me just pull up his file. Do you have the last four of his Social? Uh, three, three, three, three. And his first and last name? First name, Ricardo. Last name, Yearby. Okay. Uh, date of birth? Uh, 6/5/79. Okay. I have a couple different files for him. Would you be able to verify, um, his address as well? Yeah. Address, 3606 East 12th Street, Kansas City, Missouri, 64127. Give me one second. You wouldn't know the name of his employer, would you? Um, I don't think so. No. Okay. Yeah, 'cause I have four different files for him with different employers, um, but none of the files that I'm looking at show coverage being active. Gotcha. Okay. All right. Well, uh, thank you so much. You're welcome. You have a wonderful day. You too. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Vatoria. How can I help you?

Speaker speaker\_1: Hi, my name is Stanley and I'm from Hope Family Care Center. I have a patient and I am, uh, trying to see if his insurance is active and if we are in network.

Speaker speaker\_0: Okay. Um, I can pull up his file to see if the coverage is active but I will not be able to see if you guys are in the network. Um, that, you would have to contact MultiPlan for and I can give you their phone number. Um-

Speaker speaker\_1: Okay. Um-

Speaker speaker\_0: Let me pull-

Speaker speaker\_1: Yeah, go for it.

Speaker speaker\_0: Let me just pull up his file. Do you have the last four of his Social?

Speaker speaker\_1: Uh, three, three, three, three.

Speaker speaker\_0: And his first and last name?

Speaker speaker\_1: First name, Ricardo. Last name, Yearby.

Speaker speaker\_0: Okay. Uh, date of birth?

Speaker speaker\_1: Uh, 6/5/79.

Speaker speaker\_0: Okay. I have a couple different files for him. Would you be able to verify, um, his address as well?

Speaker speaker\_1: Yeah. Address, 3606 East 12th Street, Kansas City, Missouri, 64127.

Speaker speaker\_0: Give me one second. You wouldn't know the name of his employer, would you?

Speaker speaker\_1: Um, I don't think so. No.

Speaker speaker\_0: Okay. Yeah, 'cause I have four different files for him with different employers, um, but none of the files that I'm looking at show coverage being active.

Speaker speaker\_1: Gotcha. Okay. All right. Well, uh, thank you so much.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: Bye-bye.