

Transcript: Estefania

Acevedo-4973931876270080-6393407729516544

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling the National Card. How can I assist you? Good afternoon. I am calling from a medical facility. We're trying to verify eligibility. Okay. Um, what is the patient's first and last name? James Lipscomb. L-I-P-S-C-O-M-B. Okay. And then, um, what is their date of birth? 2/10/65. And then what's their address? 4600 Fort Jackson Boulevard, Apartment 198, Columbia, South Carolina 29209. Okay. Thank you. What was the service for and when was it? It's today for urgent care. Okay. So we haven't received the payment for this week's coverage. So for this week, we don't have, um, active coverage. Okay. We haven't received the payment. And this week... So they have to send it before Monday? Is that it? It's Monday through Sunday? How does that work? Because he's going to the hospital from here. Well, I wouldn't really be able to tell you when we receive it. Um, I can really just see if he has active coverage or not. Okay. So for- Usually we get it Monday but it may be different for every staff and agency. Okay. I wouldn't really be able to tell you, but what I can tell you is that he doesn't have active coverage for this week. We didn't receive a payment. All right. That is all. I'm just calling for this visit, so I appreciate. Okay. Is there a call, uh, call now reference number? Um, it would be this phone. Okay. Or if he wants to make a payment, this would be the number to call. But, um- All right. ... yeah, he don't have any active coverage for this week. All right. I do appreciate it so much. You're welcome. Have a nice day. Thanks, you too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling the National Card. How can I assist you?

Speaker speaker_2: Good afternoon. I am calling from a medical facility. We're trying to verify eligibility.

Speaker speaker_1: Okay. Um, what is the patient's first and last name?

Speaker speaker_2: James Lipscomb. L-I-P-S-C-O-M-B.

Speaker speaker_1: Okay. And then, um, what is their date of birth?

Speaker speaker_2: 2/10/65.

Speaker speaker_1: And then what's their address?

Speaker speaker_2: 4600 Fort Jackson Boulevard, Apartment 198, Columbia, South Carolina 29209.

Speaker speaker_1: Okay. Thank you. What was the service for and when was it?

Speaker speaker_2: It's today for urgent care.

Speaker speaker_1: Okay. So we haven't received the payment for this week's coverage. So for this week, we don't have, um, active coverage.

Speaker speaker_2: Okay.

Speaker speaker_1: We haven't received the payment.

Speaker speaker_2: And this week... So they have to send it before Monday? Is that it? It's Monday through Sunday? How does that work? Because he's going to the hospital from here.

Speaker speaker_1: Well, I wouldn't really be able to tell you when we receive it. Um, I can really just see if he has active coverage or not.

Speaker speaker_2: Okay. So for-

Speaker speaker_1: Usually we get it Monday but it may be different for every staff and agency.

Speaker speaker_2: Okay.

Speaker speaker_1: I wouldn't really be able to tell you, but what I can tell you is that he doesn't have active coverage for this week. We didn't receive a payment.

Speaker speaker_2: All right. That is all. I'm just calling for this visit, so I appreciate.

Speaker speaker_1: Okay.

Speaker speaker_2: Is there a call, uh, call now reference number?

Speaker speaker_1: Um, it would be this phone.

Speaker speaker_2: Okay.

Speaker speaker_1: Or if he wants to make a payment, this would be the number to call. But, um-

Speaker speaker_2: All right.

Speaker speaker_1: ... yeah, he don't have any active coverage for this week.

Speaker speaker_2: All right. I do appreciate it so much.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_2: Thanks, you too. Bye-bye.

Speaker speaker_1: Bye.