

## Transcript: Estefania

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, my name is Carmel. I'm calling from a, a dental provider's office, and I have a question about an EOB I received. Okay. Um, are you looking to find out if a member had coverage? Well, it was denied, so I'm just trying to figure out why 'cause it says, "We are waiting information to confirm eligibility from Benefits in a Card." I don't really know what that means. Okay. So sometimes they send that just to verify that the member did have active coverage at the time of the service. Um, what is the member's first and last name? Elizabeth Harkleroad. Ooh, how do you spell that last name? H-A-R-K-L-E-R-O-A-D. What was after the O, I'm sorry? A-D, you said? A-D, yeah, Road. Okay. Thank you. Mm-hmm. Well... well... Her birthday, please? Can I please get it? Tell him I'm sh- Hi, I'm sorry. What else did you need? Um, what was her date of birth? Uh, 11-29-68. Okay. And then you guys are in New York? Yes. Okay. Thank you. All right. Let's see. And when was the date of service? Uh, 12-28-24. Okay. Give me one second, please. Sure. Thank you. Okay. Yeah. So I just verified, and ... did indeed have active coverage for that date of service, so I do have to connect you again with APL. Okay? Mm-hmm. Okay.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi, my name is Carmel. I'm calling from a, a dental provider's office, and I have a question about an EOB I received.

Speaker speaker\_0: Okay. Um, are you looking to find out if a member had coverage?

Speaker speaker\_1: Well, it was denied, so I'm just trying to figure out why 'cause it says, "We are waiting information to confirm eligibility from Benefits in a Card." I don't really know what that means.

Speaker speaker\_0: Okay. So sometimes they send that just to verify that the member did have active coverage at the time of the service. Um, what is the member's first and last name?

Speaker speaker\_1: Elizabeth Harkleroad.

Speaker speaker\_0: Ooh, how do you spell that last name?

Speaker speaker\_1: H-A-R-K-L-E-R-O-A-D.

Speaker speaker\_0: What was after the O, I'm sorry? A-D, you said?

Speaker speaker\_1: A-D, yeah, Road.

Speaker speaker\_0: Okay. Thank you.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Well... well...

Speaker speaker\_0: Her birthday, please? Can I please get it?

Speaker speaker\_1: Tell him I'm sh- Hi, I'm sorry. What else did you need?

Speaker speaker\_0: Um, what was her date of birth?

Speaker speaker\_1: Uh, 11-29-68.

Speaker speaker\_0: Okay. And then you guys are in New York?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Thank you. All right. Let's see. And when was the date of service?

Speaker speaker\_1: Uh, 12-28-24.

Speaker speaker\_0: Okay. Give me one second, please.

Speaker speaker\_1: Sure. Thank you.

Speaker speaker\_0: Okay. Yeah. So I just verified, and ... did indeed have active coverage for that date of service, so I do have to connect you again with APL. Okay?

Speaker speaker\_1: Mm-hmm. Okay.