

## **Transcript: Estefania**

**Acevedo-5307648111198208-5238879007457280**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Chris. I'm calling from Douglas Hospital. I was calling to get the claims address. I'm sorry? I was trying to see if I can get the claims address because they make claims. Okay. Yeah. Um, I have to see what, um, plans they have. It depends on the carrier. Okay. Of where I connect you to. Uh, are you the policy holder or are you calling on behalf of the, to see the claim? The, um... If a member- Yes, the service. ... has active coverage. Okay. What's the member's first and last name? Uh, first name is Keith, last name is Lock. Okay. Thank you. And that's L-O-C-K? Yeah, L-O-C-K. And then, what's their date of birth? July 7th, 1961. Okay. Thank you. You guys are in Georgia? Yeah. Okay. What was the visit for? Uh, looks like it was some lab work done. Okay. And then what was the date of service? Uh, January 15th, 2025. Okay. So, they did have active coverage for that date, um, but to see about the claim and if it's something that they cover with the type of plan that they have, because they only have a preventative plan, I do have to connect you to 90 Degrees, who is the carrier of that plan. Um, I can provide the number and I can transfer you also. Um, but if you would want to write down- Sure. ... the number, just in case your call gets disconnected. Um, no, it's okay. I have a number for 90 Degrees. Thank you very much. You're welcome. Have a nice day. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi, Stephanie. My name is Chris. I'm calling from Douglas Hospital. I was calling to get the claims address.

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: I was trying to see if I can get the claims address because they make claims.

Speaker speaker\_0: Okay. Yeah. Um, I have to see what, um, plans they have. It depends on the carrier.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Of where I connect you to. Uh, are you the policy holder or are you calling on behalf of the, to see the claim? The, um... If a member-

Speaker speaker\_1: Yes, the service.

Speaker speaker\_0: ... has active coverage. Okay. What's the member's first and last name?

Speaker speaker\_1: Uh, first name is Keith, last name is Lock.

Speaker speaker\_0: Okay. Thank you. And that's L-O-C-K?

Speaker speaker\_1: Yeah, L-O-C-K.

Speaker speaker\_0: And then, what's their date of birth?

Speaker speaker\_1: July 7th, 1961.

Speaker speaker\_0: Okay. Thank you. You guys are in Georgia?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. What was the visit for?

Speaker speaker\_1: Uh, looks like it was some lab work done.

Speaker speaker\_0: Okay. And then what was the date of service?

Speaker speaker\_1: Uh, January 15th, 2025.

Speaker speaker\_0: Okay. So, they did have active coverage for that date, um, but to see about the claim and if it's something that they cover with the type of plan that they have, because they only have a preventative plan, I do have to connect you to 90 Degrees, who is the carrier of that plan. Um, I can provide the number and I can transfer you also. Um, but if you would want to write down-

Speaker speaker\_1: Sure.

Speaker speaker\_0: ... the number, just in case your call gets disconnected.

Speaker speaker\_1: Um, no, it's okay. I have a number for 90 Degrees. Thank you very much.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: You too.