Transcript: Estefania Acevedo-5743425141915648-5009205314502656

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Yes, this is Amy at the Elkton Clinic. I'm trying to, uh, verify eligibility on a patient. Okay. What's their first and last name? Jennifer Dile, D-I-L-E. And then what's their birthday? It is 11/10/'74. Okay. Can you show her like a quick? I will just... Go ahead. Give me one second. You said D-I-L-E? D-I-L-E. Last name. I have a medical ID number, if that would help. Yeah. That one would not help. Let me try to find it with just her birthday. I have a policy number. And this is... Is this the, um, card h-holder, the policy holder? Yes. Okay. What was the year of birth? 1974, you said? '74. Yes. Of November? The 7th? Uh, November 10th. November 10th. Okay. Okay. Are you guys in Kentucky? Yes. Okay. And what was the service and when? Uh, today off- just a office visit. Okay. So she does have active coverage for this week, but to know if that specific visit is covered or not, I do have to transfer you to the carrier, which is American Public Life. Um, I can provide that phone number, just in case you get disconnected and I can transfer your call as well. Okay. Yes, please. Let me know when you're ready. Go ahead. Okay. That phone number is 800-256-8606. Again, 800-256-8606. Okay. And then I can transfer your call as well. Thank you. You're welcome. Have a nice day. You too. She's active, so. There's...

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yes, this is Amy at the Elkton Clinic. I'm trying to, uh, verify eligibility on a patient.

Speaker speaker_1: Okay. What's their first and last name?

Speaker speaker_2: Jennifer Dile, D-I-L-E.

Speaker speaker_1: And then what's their birthday?

Speaker speaker_2: It is 11/10/'74.

Speaker speaker_0: Okay.

Speaker speaker_2: Can you show her like a quick?

Speaker speaker_0: I will just...

Speaker speaker_2: Go ahead.

Speaker speaker_0: Give me one second.

Speaker speaker_1: You said D-I-L-E?

Speaker speaker_2: D-I-L-E. Last name. I have a medical ID number, if that would help.

Speaker speaker_1: Yeah. That one would not help. Let me try to find it with just her birthday.

Speaker speaker_2: I have a policy number.

Speaker speaker_1: And this is... Is this the, um, card h-holder, the policy holder? Yes. Okay. What was the year of birth? 1974, you said?

Speaker speaker_2: '74. Yes.

Speaker speaker_1: Of November? The 7th?

Speaker speaker_2: Uh, November 10th.

Speaker speaker_1: November 10th. Okay. Okay. Are you guys in Kentucky?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And what was the service and when?

Speaker speaker_2: Uh, today off- just a office visit.

Speaker speaker_1: Okay. So she does have active coverage for this week, but to know if that specific visit is covered or not, I do have to transfer you to the carrier, which is American Public Life. Um, I can provide that phone number, just in case you get disconnected and I can transfer your call as well.

Speaker speaker_2: Okay. Yes, please.

Speaker speaker_1: Let me know when you're ready.

Speaker speaker_2: Go ahead.

Speaker speaker_1: Okay. That phone number is 800-256-8606. Again, 800-256-8606.

Speaker speaker_2: Okay.

Speaker speaker_1: And then I can transfer your call as well.

Speaker speaker_2: Thank you.

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

Speaker speaker_2: You too.

Speaker speaker_0: She's active, so.

Speaker speaker_2: There's...