

## Transcript: Estefania

**Acevedo-5915894280404992-5318307110240256**

### Full Transcript

Thank you for calling benefits in a card. My name is Stephanie. How can I assist you? Hi, this is Jack and last name initial D as in delta, and I'm looking for the claim status. Okay. What's the member's name? The member's name is Lucinda. Last name is Adams. Is it L-U-C-I-A-N-A? Uh, this is L-U-C-I-N-D-A. Okay. And then what's their date of birth? It's March 29, 1960. Okay, thank you. Mm-hmm. Are you guys in Georgia? Yes. Okay. When was the visit for and what was it for? Uh, ZIP code? No. When was the visit and what was it for? Uh, I don't understand this. Can you please repeat it once again? Um, what... when is the service for that you're looking to see if she has coverage for? When? When did they, the doctor see her? Uh, it's March 22, 2024. March 22, 2024? Okay. Give me one second. Mm-hmm. And what was it for? Uh, what? What was the visit for on March 22? Oh, address. No. What was the visit for? Visit for... What did the doctor see her for? Yeah. Uh... Was it for vision, for a preventative visit? Yeah. Um, this is for medicals. Yeah, but, but what? What was it? Um, I'm looking for the medical claim status. Yes. So you have to... She did have active coverage, but to know if that service is covered, I need to know if it was for a preventative visit or if she went in for, like, a doctor visit that's sick. What was the service for? 'Cause she has vision also. So I need to transfer you to the right carrier. But I need to know what it was for. It's for the medical. Yes. Um, okay. So you would have to speak to American Public Life. Um, she did have active coverage for that day, but to know if that service is covered, you would have to talk to the carrier. Um, would you like their phone number? I can transfer you as well. Uh, transfer, please. And also, can you please give me the number of that- Yeah. ... uh, that contact number. It's 800- Mm-hmm. ... 256- Mm-hmm. ... 8606. And also, can you please transfer this call? Okay. Yes, I can. And then- Okay. Thank you. ... what was your name? Jack, J-A-C-K. Okay, thank you. Have a nice day. Mm-hmm.

### 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, this is Jack and last name initial D as in delta, and I'm looking for the claim status.

Speaker speaker\_0: Okay. What's the member's name?

Speaker speaker\_1: The member's name is Lucinda. Last name is Adams.

Speaker speaker\_0: Is it L-U-C-I-A-N-A?

Speaker speaker\_1: Uh, this is L-U-C-I-N-D-A.

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

Speaker speaker\_1: It's March 29, 1960.

Speaker speaker\_0: Okay, thank you.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Are you guys in Georgia?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. When was the visit for and what was it for?

Speaker speaker\_1: Uh, ZIP code?

Speaker speaker\_0: No. When was the visit and what was it for?

Speaker speaker\_1: Uh, I don't understand this. Can you please repeat it once again?

Speaker speaker\_0: Um, what... when is the service for that you're looking to see if she has coverage for? When? When did they, the doctor see her?

Speaker speaker\_1: Uh, it's March 22, 2024.

Speaker speaker\_0: March 22, 2024? Okay. Give me one second.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And what was it for?

Speaker speaker\_1: Uh, what?

Speaker speaker\_0: What was the visit for on March 22?

Speaker speaker\_1: Oh, address.

Speaker speaker\_0: No. What was the visit for?

Speaker speaker\_1: Visit for...

Speaker speaker\_0: What did the doctor see her for?

Speaker speaker\_1: Yeah. Uh...

Speaker speaker\_0: Was it for vision, for a preventative visit?

Speaker speaker\_1: Yeah. Um, this is for medicals.

Speaker speaker\_0: Yeah, but, but what? What was it?

Speaker speaker\_1: Um, I'm looking for the medical claim status.

Speaker speaker\_0: Yes. So you have to... She did have active coverage, but to know if that service is covered, I need to know if it was for a preventative visit or if she went in for, like, a

doctor visit that's sick. What was the service for? 'Cause she has vision also. So I need to transfer you to the right carrier. But I need to know what it was for.

Speaker speaker\_1: It's for the medical.

Speaker speaker\_0: Yes. Um, okay. So you would have to speak to American Public Life. Um, she did have active coverage for that day, but to know if that service is covered, you would have to talk to the carrier. Um, would you like their phone number? I can transfer you as well.

Speaker speaker\_1: Uh, transfer, please. And also, can you please give me the number of that-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... uh, that contact number.

Speaker speaker\_0: It's 800-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 256-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 8606.

Speaker speaker\_1: And also, can you please transfer this call?

Speaker speaker\_0: Okay. Yes, I can. And then-

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: ... what was your name?

Speaker speaker\_1: Jack, J-A-C-K.

Speaker speaker\_0: Okay, thank you. Have a nice day.

Speaker speaker\_1: Mm-hmm.