

## **Transcript: Estefania**

**Acevedo-6059146695852032-5720516508958720**

### **Full Transcript**

Thank you for calling Benefits and No Cards. My name is Stephanie. How can I assist thee? Yes, thank you. My name is Jonathan. I am a provider. Um, I want to check, um, claim for eligibility. Okay. What's the member's first and last name? Yes, is Shanika... Ah, just one moment please. And then if you could spell that last name for, for me. I can say Shanika Pipin. Uh, the last name is P-I- All that... No, the first name, can you spell that? Yes. Uh, okay. S like sun, H like hotel, A like apple, N like Nancy, M like Nancy, I like India, K like key, A like apple. And then the last name is P like Peter, E like India, P like Peter, P like Peter, E like India, N like Nancy. And then the date of birth? Is April 16th, 1980. Okay. And then you guys are in Mississippi? I'm sorry, can you repeat? You guys are in the state of Mississippi? Yes, correct. Mississippi. Okay. Um, when was the service for? It was on April 19th, 2024. I just want to verify if the policy is active. So- I think I have the policy number. So they don't have any active coverage. Mm-hmm. They don't have any coverage- Okay. ... whatsoever. So they don't have any plan. Mm-hmm. The last time that they had any coverage- Okay. ... was, ooh, a long time ago. Not even this year- Okay. Okay. ... nor last year. So they don't have any active coverage whatsoever. Okay, perfect. I got it. Um, may I have a reference number, please, for this call? Yes, it's, um, 4925EA. And then, what was your name again? I'm sorry. Jonathan. Jonathan. Okay. All right. Did you need anything else? No, that's it. Thank you so much. Okay. I appreciate it. You're welcome. Okay.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and No Cards. My name is Stephanie. How can I assist thee?

Speaker speaker\_1: Yes, thank you. My name is Jonathan. I am a provider. Um, I want to check, um, claim for eligibility.

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

Speaker speaker\_1: Yes, is Shanika... Ah, just one moment please.

Speaker speaker\_0: And then if you could spell that last name for, for me.

Speaker speaker\_1: I can say Shanika Pipin. Uh, the last name is P-I-

Speaker speaker\_0: All that... No, the first name, can you spell that?

Speaker speaker\_1: Yes. Uh, okay. S like sun, H like hotel, A like apple, N like Nancy, M like Nancy, I like India, K like key, A like apple. And then the last name is P like Peter, E like India, P like Peter, P like Peter, E like India, N like Nancy.

Speaker speaker\_0: And then the date of birth?

Speaker speaker\_1: Is April 16th, 1980.

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

Speaker speaker\_1: I'm sorry, can you repeat?

Speaker speaker\_0: You guys are in the state of Mississippi?

Speaker speaker\_1: Yes, correct. Mississippi.

Speaker speaker\_0: Okay. Um, when was the service for?

Speaker speaker\_1: It was on April 19th, 2024. I just want to verify if the policy is active.

Speaker speaker\_0: So-

Speaker speaker\_1: I think I have the policy number.

Speaker speaker\_0: So they don't have any active coverage.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: They don't have any coverage-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... whatsoever. So they don't have any plan.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: The last time that they had any coverage-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... was, ooh, a long time ago. Not even this year-

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: ... nor last year. So they don't have any active coverage whatsoever.

Speaker speaker\_1: Okay, perfect. I got it. Um, may I have a reference number, please, for this call?

Speaker speaker\_0: Yes, it's, um, 4925EA. And then, what was your name again? I'm sorry.

Speaker speaker\_1: Jonathan.

Speaker speaker\_0: Jonathan. Okay. All right. Did you need anything else?

Speaker speaker\_1: No, that's it. Thank you so much. Okay. I appreciate it.

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: Okay.