

## Transcript: Estefania

**Acevedo-6105548658622464-5195497769058304**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yeah. Stephanie, my name is Noman, and my initial first is H. Uh, actually today I just want to ask you about the eligibility of the patient. Um, to see if they have coverage or if they're eligible to enroll? Yeah. Yes, eligibility, coverage, complete information about that. Okay. What's the member's first and last name? Patient first name is S-U-S-A-N, and its last name is C-U-R-R-Y. Okay. Susan Curry? Yeah. You can say that. It's Curry. And what's their date of birth? Yeah. Its date of birth is June 2nd in 1964. You said C as in Charlie, U as in unicorn, and, uh, R as in red... R as in red, Y as in yellow? Yes. Uh, are they the policyholder or are they a dependent? Do you know? Um, this... Policyholder. Because I don't have anybody pulling up with that first and last name. Give me one second. Okay. Uh, I'll repeat. Its name is Curry. C like in Cat, U like in umbrella, R like in Romeo, after that, R like in Romeo, and Y like in yellow. And its initial first is S like in Sam, U like in umbrella, S like in Sam, A like in Alpha, and N like in Nancy. Yeah. That's what I had. Ye- yes. So that's the information that I put, and I'm not seeing anybody with that, um... Let me try with just their first name. Uh. Okay. Give me one second. Yes. And then give me that date of birth again. Yeah. Its date of birth is 06021964. Got it? Yeah, I got it. 1964- Okay. ... of June 2nd? Yeah. Yeah. 3- I- Can I give you his member ID, please? Well, k-... The member ID's not gonna work. The member should already- Okay. ... popped up with the first and last name that you gave me. Mm-hmm. And with the date of birth. Okay. They're not. Susan Curry's not popping up, so I'm wondering if they're actually under as a dependent 'cause they might be- Okay. ... in there, but they might be a dependent. Um, so you would have- Okay. ... to ask them if they're a dependent or if they're the policyholder. But they're definitely not the policyholder because I don't get nobody with that first and last name. And- Mm-hmm. ... when I enter the date of birth, they're not popping up either. So, we would need to know if they're a dependent or not, 'cause if they're a dependent, we need the policy holder's information to pull up the person. Sorry? 'Cause a dependent- Okay. ... doesn't pop up until I pull up the policy holder's file. Well s- Mm-hmm. Mm-hmm. Uh, just give me a minute, please. Mm-hmm. Okay. Stephanie, I, uh, I wanna ask you a question. Did Susan Curry is, uh, a dependent holder or, um, the other one, policy holder? That's what I'm asking you. I was asking you if they're a dependent, because they're not pulling up. So that was what I was asking you, what you just asked me. Yeah, the patient is a policy holder. Well, they're not pulling up. And you spelled the name, and I have the, the name spelled correctly. Yeah. Okay. So you can check from the dependent hold list? No. So, like- If the patient does not pull up from the policy. ... they're not. So, they're not pulling up. That's why I'm asking. They're... They must not be a, um, a policyholder. I'm... What if they're a dependent? 'Cause the first name that you gave me, Susan, and the last- Yes. ... name Curry, nothing is popping up with that first and last name at all. Nothing whatsoever is pop-

pulling up. Okay. So you can check the patient in the dependent- I can't. I have... There's no way that we can pull up members of just by their dependent name. Listen to me. You, you can, you can shuffle. It's spelled, means that it's first name, you can try its last name. Means that, uh, the name is Curry, you can try in first, and, uh, last name is, uh, Susan, you can try, uh, last name. I already did that. First name- I already did that. Yeah. We have a lot of Susans in the system. Oh, okay. But none of them with the name Curry. Uh-huh. So that, or the member has to call, um, and provide the name of their staffing agency- Mm-hmm. ... and the last four. 'Cause I don't have another way to... With the, the information you're giving me, nothing is pulling up. And the name is spelled correctly. I mean, I don't know- Yeah. The name is correctly spelled. I... Yeah, so I'm not really sure. They're not pulling up. It's like if they... It's like if we didn't have a member with that name. Mm-hmm. Okay, thank you so much for your information, and, uh, I appreciate your patience. Okay. Mm-hmm. Thank you, Stephanie. You're welcome. Have a nice day.

## 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: Yeah. Stephanie, my name is Noman, and my initial first is H. Uh, actually today I just want to ask you about the eligibility of the patient.

Speaker speaker\_0: Um, to see if they have coverage or if they're eligible to enroll?

Speaker speaker\_1: Yeah. Yes, eligibility, coverage, complete information about that.

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

Speaker speaker\_1: Patient first name is S-U-S-A-N, and its last name is C-U-R-R-Y.

Speaker speaker\_0: Okay. Susan Curry?

Speaker speaker\_1: Yeah. You can say that. It's Curry.

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

Speaker speaker\_1: Yeah. Its date of birth is June 2nd in 1964.

Speaker speaker\_0: You said C as in Charlie, U as in unicorn, and, uh, R as in red... R as in red, Y as in yellow?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Uh, are they the policyholder or are they a dependent? Do you know?

Speaker speaker\_1: Um, this... Policyholder.

Speaker speaker\_0: Because I don't have anybody pulling up with that first and last name. Give me one second.

Speaker speaker\_1: Okay. Uh, I'll repeat. Its name is Curry. C like in Cat, U like in umbrella, R like in Romeo, after that, R like in Romeo, and Y like in yellow. And its initial first is S like in Sam, U like in umbrella, S like in Sam, A like in Alpha, and N like in Nancy.

Speaker speaker\_0: Yeah. That's what I had.

Speaker speaker\_1: Ye- yes.

Speaker speaker\_0: So that's the information that I put, and I'm not seeing anybody with that, um... Let me try with just their first name. Uh.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Give me one second. Yes. And then give me that date of birth again.

Speaker speaker\_1: Yeah. Its date of birth is 06021964. Got it?

Speaker speaker\_0: Yeah, I got it. 1964-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... of June 2nd?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Yeah. 3- I-

Speaker speaker\_1: Can I give you his member ID, please?

Speaker speaker\_0: Well, k-... The member ID's not gonna work. The member should already-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... popped up with the first and last name that you gave me.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: And with the date of birth.

Speaker speaker\_1: Okay.

Speaker speaker\_0: They're not. Susan Curry's not popping up, so I'm wondering if they're actually under as a dependent 'cause they might be-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... in there, but they might be a dependent. Um, so you would have-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... to ask them if they're a dependent or if they're the policyholder. But they're definitely not the policyholder because I don't get nobody with that first and last name. And-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: ... when I enter the date of birth, they're not popping up either. So, we would need to know if they're a dependent or not, 'cause if they're a dependent, we need the policy holder's information to pull up the person.

Speaker speaker\_2: Sorry?

Speaker speaker\_0: 'Cause a dependent-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... doesn't pop up until I pull up the policy holder's file.

Speaker speaker\_2: Well s-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Mm-hmm. Uh, just give me a minute, please. Mm-hmm. Okay. Stephanie, I, uh, I wanna ask you a question. Did Susan Curry is, uh, a dependent holder or, um, the other one, policy holder?

Speaker speaker\_0: That's what I'm asking you. I was asking you if they're a dependent, because they're not pulling up. So that was what I was asking you, what you just asked me.

Speaker speaker\_2: Yeah, the patient is a policy holder.

Speaker speaker\_0: Well, they're not pulling up. And you spelled the name, and I have the, the name spelled correctly.

Speaker speaker\_1: Yeah. Okay. So you can check from the dependent hold list?

Speaker speaker\_0: No. So, like-

Speaker speaker\_1: If the patient does not pull up from the policy.

Speaker speaker\_0: ... they're not. So, they're not pulling up. That's why I'm asking. They're... They must not be a, um, a policyholder. I'm... What if they're a dependent? 'Cause the first name that you gave me, Susan, and the last-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... name Curry, nothing is popping up with that first and last name at all. Nothing whatsoever is pop- pulling up.

Speaker speaker\_1: Okay. So you can check the patient in the dependent-

Speaker speaker\_0: I can't. I have... There's no way that we can pull up members of just by their dependent name.

Speaker speaker\_1: Listen to me. You, you can, you can shuffle. It's spelled, means that it's first name, you can try its last name. Means that, uh, the name is Curry, you can try in first, and, uh, last name is, uh, Susan, you can try, uh, last name.

Speaker speaker\_0: I already did that.

Speaker speaker\_1: First name-

Speaker speaker\_0: I already did that.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: We have a lot of Susans in the system.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: But none of them with the name Curry.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: So that, or the member has to call, um, and provide the name of their staffing agency-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... and the last four. 'Cause I don't have another way to... With the, the information you're giving me, nothing is pulling up. And the name is spelled correctly. I mean, I don't know-

Speaker speaker\_1: Yeah. The name is correctly spelled. I...

Speaker speaker\_0: Yeah, so I'm not really sure. They're not pulling up. It's like if they... It's like if we didn't have a member with that name.

Speaker speaker\_1: Mm-hmm. Okay, thank you so much for your information, and, uh, I appreciate your patience. Okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Thank you, Stephanie.

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