

## **Transcript: Estefania**

**Acevedo-6235601132634112-5776867621126144**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, this is Jack calling from provider's office to check on a claim status. Okay. Um, what's the patient's name? The patient's name is Terrence West. Oh, give me one second. Sorry. Yeah, okay. I'm sorry. Can you give me his name again? Yeah. The member's name is Terrence West. Terrence? Yeah. Can you spell that for me? Sure. T as in tango, e as in echo, r as in romeo, r as in romeo, e as in echo, n as in Nancy, c as in Charlie, e as in echo. Okay, thank you. And then... Yeah. And then West? Last name is W as in whiskey, e as in echo, s as in sierra, t as in tango. Okay. Give me one second. Okay. And then what's their date of birth? The date of birth is October 17, 1977. Are you guys in Ohio? Yeah. Okay. And then when was the service for and what was it for? The date of service is December 18, 2024. And what was it for? I have a total bill amount. Uh, should I provide that? What was the visit for? I'm sorry. Sorry, I don't have the details. Oh, okay. Um, because he does have active coverage, but I would need to know for what was the visit for, um, because he has different plans. So if you want, I can transfer you to the carrier. He did have active coverage for that day, but they are gonna ask you what the visit was for, just to make sure that that visit is covered for the type of plan that he had at the time. Um, so he does have active coverage for that day, um, but I would have to transfer you to the carrier, and they are gonna ask what the visit was for though. Okay. So that's gonna be important. Just so that they're sure that that visit was covered for the type of plans that he has. Um, shall I provide the p- uh, procedure code? So I can transfer you to the carrier. He was active at the time, but they are gonna ask what the service was for. Okay. I don't know if you could find out. Okay. So I can transfer you to the carrier, but I do, I do need to know if it was like a dental service or if you went because he was sick or if it was a preventative. Um, so we do need to find that out. Okay, just give me a second. Okay. Hello? Yes, sir. Mm-hmm. Hello? The member went for... Uh, yeah. The member went for, uh, PR CLTX, proximal humeral fracture. Oh, okay. So for that, I do have to transfer you to the carrier, who is American Public Life. They did have active coverage for that day, but to know if that service is covered, I do have to connect you with a carrier, who is APL. Um, do you want me to provide that number before I transfer you just in case- Yeah. ... it's disconnected? Yeah, provide me that number. Okay. Their phone number is 800-25- SIPS. Sorry, 800-? Yeah, um, 86-06. So 8- 800-25-SIPS-8606. 8606. Got it. Uh-huh. So they did have active coverage for that day, but to know if that service is covered, I'm gonna go ahead and transfer you to American Public Life, which is the carrier. Okay? O- okay. And then what was your name? I'm sorry. Jack. Jack? Okay, thank you. I'm gonna go ahead and transfer your call. Okay.

### **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 calling from provider's office to check on a claim status.

Speaker speaker\_0: Okay. Um, what's the patient's name?

Speaker speaker\_1: The patient's name is Terrence West.

Speaker speaker\_0: Oh, give me one second. Sorry.

Speaker speaker\_1: Yeah, okay.

Speaker speaker\_0: I'm sorry. Can you give me his name again?

Speaker speaker\_1: Yeah. The member's name is Terrence West.

Speaker speaker\_0: Terrence?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Can you spell that for me?

Speaker speaker\_1: Sure. T as in tango, e as in echo, r as in romeo, r as in romeo, e as in echo, n as in Nancy, c as in Charlie, e as in echo.

Speaker speaker\_0: Okay, thank you.

Speaker speaker\_1: And then... Yeah.

Speaker speaker\_0: And then West?

Speaker speaker\_1: Last name is W as in whiskey, e as in echo, s as in sierra, t as in tango.

Speaker speaker\_0: Okay. Give me one second.

Speaker speaker\_1: Okay.

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

Speaker speaker\_1: The date of birth is October 17, 1977.

Speaker speaker\_0: Are you guys in Ohio?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. And then when was the service for and what was it for?

Speaker speaker\_1: The date of service is December 18, 2024.

Speaker speaker\_0: And what was it for?

Speaker speaker\_1: I have a total bill amount. Uh, should I provide that?

Speaker speaker\_0: What was the visit for? I'm sorry.

Speaker speaker\_1: Sorry, I don't have the details.

Speaker speaker\_0: Oh, okay. Um, because he does have active coverage, but I would need to know for what was the visit for, um, because he has different plans. So if you want, I can transfer you to the carrier. He did have active coverage for that day, but they are gonna ask you what the visit was for, just to make sure that that visit is covered for the type of plan that he had at the time. Um, so he does have active coverage for that day, um, but I would have to transfer you to the carrier, and they are gonna ask what the visit was for though.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So that's gonna be important. Just so that they're sure that that visit was covered for the type of plans that he has.

Speaker speaker\_1: Um, shall I provide the p- uh, procedure code?

Speaker speaker\_0: So I can transfer you to the carrier. He was active at the time, but they are gonna ask what the service was for.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I don't know if you could find out.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So I can transfer you to the carrier, but I do, I do need to know if it was like a dental service or if you went because he was sick or if it was a preventative. Um, so we do need to find that out.

Speaker speaker\_1: Okay, just give me a second.

Speaker speaker\_0: Okay.

Speaker speaker\_2: Hello?

Speaker speaker\_0: Yes, sir. Mm-hmm. Hello?

Speaker speaker\_1: The member went for... Uh, yeah. The member went for, uh, PR CLTX, proximal humeral fracture.

Speaker speaker\_0: Oh, okay. So for that, I do have to transfer you to the carrier, who is American Public Life. They did have active coverage for that day, but to know if that service is covered, I do have to connect you with a carrier, who is APL. Um, do you want me to provide that number before I transfer you just in case-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... it's disconnected?

Speaker speaker\_1: Yeah, provide me that number.

Speaker speaker\_0: Okay. Their phone number is 800-25- SIPS.

Speaker speaker\_1: Sorry, 800-?

Speaker speaker\_0: Yeah, um, 86-06. So 8- 800-25-SIPS-8606.

Speaker speaker\_1: 8606. Got it.

Speaker speaker\_0: Uh-huh. So they did have active coverage for that day, but to know if that service is covered, I'm gonna go ahead and transfer you to American Public Life, which is the carrier. Okay?

Speaker speaker\_1: O- okay.

Speaker speaker\_0: And then what was your name? I'm sorry.

Speaker speaker\_1: Jack.

Speaker speaker\_0: Jack? Okay, thank you. I'm gonna go ahead and transfer your call.

Speaker speaker\_1: Okay.