

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Um, yes. My name is Anna, calling from a provider to check on a claim status. Okay. What's the member's first and last name? Jerry Arroyo. Is it with the O? Um, A... His last name is A-R-R-O-Y-O. And then date of birth, please. December 21st, 1984. Okay. Thank you. Illinois? Yes. Okay. So they don't have any active coverage. They don't have any plans. So coverage isn't active. Did they have a- did they have a plan previously or...? No, ma'am. So just- I don't see- No plan at all? ... any- Okay. ... any past coverage whatsoever. Okay. And then what was your first name and I'll just make a note of that. My name is Stephanie with a S-T-E-P-H-A-N-I-E. All right. And what's the name of this company? Uh, Benefits in a Card. We're the healthcare administrators for the staffing agencies. Okay. Benefits in a Card, medical for staffing agencies. Okay. All right. Thank you. Bye-bye. You're welcome. Have a nice day. You too.

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: Um, yes. My name is Anna, calling from a provider to check on a claim status.

Speaker speaker_0: Okay. What's the member's first and last name?

Speaker speaker_1: Jerry Arroyo.

Speaker speaker_0: Is it with the O?

Speaker speaker_1: Um, A... His last name is A-R-R-O-Y-O.

Speaker speaker_0: And then date of birth, please.

Speaker speaker_1: December 21st, 1984.

Speaker speaker_0: Okay. Thank you. Illinois?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So they don't have any active coverage. They don't have any plans. So coverage isn't active.

Speaker speaker_1: Did they have a- did they have a plan previously or...?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: So just-

Speaker speaker_0: I don't see-

Speaker speaker_1: No plan at all?

Speaker speaker_0: ... any-

Speaker speaker_1: Okay.

Speaker speaker_0: ... any past coverage whatsoever.

Speaker speaker_1: Okay. And then what was your first name and I'll just make a note of that.

Speaker speaker_0: My name is Stephanie with a S-T-E-P-H-A-N-I-E.

Speaker speaker_1: All right. And what's the name of this company?

Speaker speaker_0: Uh, Benefits in a Card. We're the healthcare administrators for the staffing agencies.

Speaker speaker_1: Okay. Benefits in a Card, medical for staffing agencies. Okay. All right. Thank you. Bye-bye.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too.