

## **Transcript: Estefania**

**Acevedo-6551557996199936-5421361402396672**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Dina, and I'm actually calling from a provider's office. Um, but there isn't a- an option for that. I'm just trying to verify benefits and coverage. Okay. Yeah. Would you be able to help me with that? Or at least help- Go ahead. I'm sorry. Yeah. So I can- I can check to see if the member is active for the date of the service. Yes. But to verify that- That's all I need. ... service will be covered. Yes. I do- That's all I need. Okay. Um, but to verify if that particular service is covered under the plan that they have, I do have to connect to the carrier. But I will be able to see if they were active at least for that day. Oh, okay. Great. I'll take that. And then, um, what's the member's first and last name? Um, Marcus. M-A-R-C-U-S. Mm-hmm. And then the- And then Herbert. Herbert. H-E-R-B-E-R-T. And then the date of birth. Um, January the 4th, 2006. Thank you. In South Carolina? Mm-hmm. Yes. Mm-hmm. And then when was the service for? Today. Today. Okay. So they don't have any active coverage. They had active coverage for the week of December the 23rd, um, up until December the 29th of last year. But they only had active coverage for that week. Then after that- Okay. ... they went into COBRA enrollment which means that the- that their coverage ended, um, and they haven't been- Gotcha. ... active since. So they wouldn't be covered for- for this visit, because they don't have any active coverage. Okay. So. Oh, all right. And I appreciate it. Ma'am, what was your first name again so just for the notes? Mm-hmm. My name is Stephanie. Thanks, Stephanie. I appreciate the help, ma'am. You're welcome. I hope you have a great day. All right. Yeah. Have a good one. Thanks. Bye-bye. Mr. Herbert.

### **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, Stephanie. My name is Dina, and I'm actually calling from a provider's office. Um, but there isn't a- an option for that. I'm just trying to verify benefits and coverage.

Speaker speaker\_0: Okay. Yeah.

Speaker speaker\_1: Would you be able to help me with that? Or at least help- Go ahead. I'm sorry.

Speaker speaker\_0: Yeah. So I can- I can check to see if the member is active for the date of the service.

Speaker speaker\_1: Yes.

Speaker speaker\_0: But to verify that-

Speaker speaker\_1: That's all I need.

Speaker speaker\_0: ... service will be covered.

Speaker speaker\_1: Yes.

Speaker speaker\_0: I do-

Speaker speaker\_1: That's all I need.

Speaker speaker\_0: Okay. Um, but to verify if that particular service is covered under the plan that they have, I do have to connect to the carrier. But I will be able to see if they were active at least for that day.

Speaker speaker\_1: Oh, okay. Great. I'll take that.

Speaker speaker\_0: And then, um, what's the member's first and last name?

Speaker speaker\_1: Um, Marcus. M-A-R-C-U-S.

Speaker speaker\_0: Mm-hmm. And then the-

Speaker speaker\_1: And then Herbert. Herbert. H-E-R-B-E-R-T.

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

Speaker speaker\_1: Um, January the 4th, 2006.

Speaker speaker\_0: Thank you. In South Carolina?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Yes.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And then when was the service for?

Speaker speaker\_1: Today.

Speaker speaker\_0: Today. Okay. So they don't have any active coverage. They had active coverage for the week of December the 23rd, um, up until December the 29th of last year. But they only had active coverage for that week. Then after that-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... they went into COBRA enrollment which means that the- that their coverage ended, um, and they haven't been-

Speaker speaker\_1: Gotcha.

Speaker speaker\_0: ... active since. So they wouldn't be covered for- for this visit, because they don't have any active coverage.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So.

Speaker speaker\_1: Oh, all right. And I appreciate it. Ma'am, what was your first name again so just for the notes?

Speaker speaker\_0: Mm-hmm. My name is Stephanie.

Speaker speaker\_1: Thanks, Stephanie. I appreciate the help, ma'am.

Speaker speaker\_0: You're welcome. I hope you have a great day.

Speaker speaker\_1: All right. Yeah. Have a good one. Thanks. Bye-bye.

Speaker speaker\_0: Mr. Herbert.