

## **Transcript: Estefania**

**Acevedo-6619364111859712-4706413293518848**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Tiffany. This is Rose calling from provider's office to check the claim status. Okay. What's the member's first and last name? Member's name is, uh, Felice Sizzler. Can you spell that? Uh, the first name is spelled as, uh, F as in frank, E as in echo, L as in lima, I as in India, P as in papa, E as in echo and the last name is H as in h- H as in sierra, H as in hotel, I as in India, F as in frank, F as in frank, E as in echo, R as in Romeo. Okay. Thank you. And that was F-E-L-I-C-E for the first name? P-E. Yes, with an echo. Yes, P as in Scott. Oh, P-E, I'm sorry. Yes. And then, um, what's their date of birth? It's April 2nd, 2002. Thank you. In Kentucky? Yes. And then when was the service for and what is it for? One moment. Uh, the date of service will be on 4/24 of 2025. And then what was the visit for? Uh, I need to check the claim status. It is, uh, under medical. Because they do have active coverage for that day, but I would need to know what was the service for to know what carrier to direct you to, 'cause you would have to ask them if that particular service is covered or not. They do have active coverage for dental and their preventative plan, but to actually know if it'll be covered, you would have to reach out to the carrier. So I kinda do need to know what it was for to know where to transfer you to. Um, okay. Since they have two different plans- Actually, this is for the... Yes, sorry? Yeah. Since they have two different plans, I would need to know what it was for. Uh, it's for medical. I need to check the claim status for the medical coverage. Okay. Um, so I'm gonna go ahead and transfer you to the carrier, who is 90 Degrees. Would you like me to provide their contact number just in case your call was to drop? Okay. It's gonna be... Let me know when you're ready. Yes, I'm ready. 800-833-4296, option number one. Oh, okay. Thank you. And then, um, did you want me to transfer your call to 90 Degrees? 'Cause I can do that also. Yes, please. All right.

### **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, Tiffany. This is Rose calling from provider's office to check the claim status.

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

Speaker speaker\_1: Member's name is, uh, Felice Sizzler.

Speaker speaker\_0: Can you spell that?

Speaker speaker\_1: Uh, the first name is spelled as, uh, F as in frank, E as in echo, L as in lima, I as in India, P as in papa, E as in echo and the last name is H as in h- H as in sierra, H as in hotel, I as in India, F as in frank, F as in frank, E as in echo, R as in Romeo.

Speaker speaker\_0: Okay. Thank you. And that was F-E-L-I-C-E for the first name?

Speaker speaker\_1: P-E. Yes, with an echo.

Speaker speaker\_0: Yes, P as in Scott. Oh, P-E, I'm sorry.

Speaker speaker\_1: Yes.

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

Speaker speaker\_1: It's April 2nd, 2002.

Speaker speaker\_0: Thank you. In Kentucky?

Speaker speaker\_1: Yes.

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

Speaker speaker\_1: One moment. Uh, the date of service will be on 4/24 of 2025.

Speaker speaker\_0: And then what was the visit for?

Speaker speaker\_1: Uh, I need to check the claim status. It is, uh, under medical.

Speaker speaker\_0: Because they do have active coverage for that day, but I would need to know what was the service for to know what carrier to direct you to, 'cause you would have to ask them if that particular service is covered or not. They do have active coverage for dental and their preventative plan, but to actually know if it'll be covered, you would have to reach out to the carrier. So I kinda do need to know what it was for to know where to transfer you to.

Speaker speaker\_1: Um, okay.

Speaker speaker\_0: Since they have two different plans-

Speaker speaker\_1: Actually, this is for the... Yes, sorry?

Speaker speaker\_0: Yeah. Since they have two different plans, I would need to know what it was for.

Speaker speaker\_1: Uh, it's for medical. I need to check the claim status for the medical coverage.

Speaker speaker\_0: Okay. Um, so I'm gonna go ahead and transfer you to the carrier, who is 90 Degrees. Would you like me to provide their contact number just in case your call was to drop?

Speaker speaker\_1: Okay.

Speaker speaker\_0: It's gonna be... Let me know when you're ready.

Speaker speaker\_1: Yes, I'm ready.

Speaker speaker\_0: 800-833-4296, option number one.

Speaker speaker\_1: Oh, okay. Thank you.

Speaker speaker\_0: And then, um, did you want me to transfer your call to 90 Degrees?  
'Cause I can do that also.

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: All right.