

## Transcript: Franchesca

**Baez-5076644484923392-5826030378729472**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hello, my name is Emmy. I'm calling from provider office for the eligibility of member. Sorry, I can't hear you because you're far away. May I know your name- Hello. ... please again? Yes. Yes, ma'am. Is that more better? I can hear you a little bit better now. Mm-hmm. Okay. May I know your name please again? My name is Francesca with Benefits in a Card. Okay. My name is Emmy. I'm calling from provider office for the eligibility of member. What provider office are you calling with? Vital MD Group Holding LLC. What was the name of the group holding? I'm sorry. Vital, V-I-T-A-L. Vital MD Group Holding LLC. And what is the first and last name of the patient you're calling for? Yes. First name is Nancy. Last name is Gomez and date of birth is March 28th, 1981. Let's see. Is she a dependent on someone's policy? Sorry? Is she the dependent on someone's policy? I have a member ID. Can you verify? Unfortunately, no, because we're not the carriers, we're an account administrator so my system only works with first and last names and date of births. Okay. Our last know before social. Okay. So what do you want right now? So I'm not able to locate any account that matches that first and last name and date of birth. Okay. Let me check once again, uh, member full name. Can you verify with the SSN number? I can verify with the last four. Okay. The SSN number is 1186, last four. So we don't have any file with the first name Nancy, last name Gomez, with the last four of the social 1186. Okay. Okay, no problem. Thank you so much. And may I know the call reference number, please? Since I was unable to locate an account, I unfortunately do not have any reference number. I'm sorry. Okay. No problem. Thank you so much. Have a good day. Bye-bye for now. Okay. Thank you. You too. Bye-bye. Bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hello, my name is Emmy. I'm calling from provider office for the eligibility of member.

Speaker speaker\_0: Sorry, I can't hear you because you're far away.

Speaker speaker\_1: May I know your name-

Speaker speaker\_0: Hello.

Speaker speaker\_1: ... please again? Yes.

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Is that more better?

Speaker speaker\_0: I can hear you a little bit better now. Mm-hmm.

Speaker speaker\_1: Okay. May I know your name please again?

Speaker speaker\_0: My name is Francesca with Benefits in a Card.

Speaker speaker\_1: Okay. My name is Emmy. I'm calling from provider office for the eligibility of member.

Speaker speaker\_0: What provider office are you calling with?

Speaker speaker\_1: Vital MD Group Holding LLC.

Speaker speaker\_0: What was the name of the group holding? I'm sorry.

Speaker speaker\_1: Vital, V-I-T-A-L. Vital MD Group Holding LLC.

Speaker speaker\_0: And what is the first and last name of the patient you're calling for?

Speaker speaker\_1: Yes. First name is Nancy. Last name is Gomez and date of birth is March 28th, 1981.

Speaker speaker\_0: Let's see. Is she a dependent on someone's policy?

Speaker speaker\_1: Sorry?

Speaker speaker\_0: Is she the dependent on someone's policy?

Speaker speaker\_1: I have a member ID. Can you verify?

Speaker speaker\_0: Unfortunately, no, because we're not the carriers, we're an account administrator so my system only works with first and last names and date of births.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Our last know before social.

Speaker speaker\_1: Okay. So what do you want right now?

Speaker speaker\_0: So I'm not able to locate any account that matches that first and last name and date of birth.

Speaker speaker\_1: Okay. Let me check once again, uh, member full name. Can you verify with the SSN number?

Speaker speaker\_0: I can verify with the last four.

Speaker speaker\_1: Okay. The SSN number is 1186, last four.

Speaker speaker\_0: So we don't have any file with the first name Nancy, last name Gomez, with the last four of the social 1186.

Speaker speaker\_1: Okay. Okay, no problem. Thank you so much. And may I know the call reference number, please?

Speaker speaker\_0: Since I was unable to locate an account, I unfortunately do not have any reference number. I'm sorry.

Speaker speaker\_1: Okay. No problem. Thank you so much. Have a good day. Bye-bye for now.

Speaker speaker\_0: Okay. Thank you. You too.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_0: Bye.