

## **Transcript: VICTORIA**

**Taylor-4683149800554496-6142027771854848**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Hello. Uh, my name is Joseph. I'm calling from Piedmont Mountainside Hospital. I was just trying to get claim status on a patient. Okay. Um, so here at Benefits in a Card, we don't actually process the claims, but I can look up their file and see if they had active coverage during the date of service. Okay, that'll work. Um, what is... Do you have the last four of their Social? Give me just one moment. Yes... Oh, actually, no, I don't. Um, are you able to look it up by the member number or no? Uh, not specific to the member number. I can try their first and last name, but we work for multiple agencies, so just depends on what pops up. Um, what's their first and last name? It's going to be Joshua Stokes, and last name is spelled S-T-O-K-E-S. Okay, yeah, I have a couple different people showing up for that. What's their date of birth? It's going to be September 29th, 2004. September 29rd, 2004. Okay. Would you be able to verify their address as well? Address I have on file is going to be 840 US Highway 411 Southeast Ranger, Georgia 30734. Okay. Uh, let's see. And what is the date, uh, uh, date of service for them? Date of service is going to be March 13th, 2025. Mm-hmm. Okay, and I'm assuming this is for medical? Yes. Yeah, okay. Um, so it looks like they did have an active policy during that time. Um, they have a hospital indemnity plan with American Public Life. Okay. All right, thank you so much- Do you need the phone number for the carrier? Yeah, if you can give me that, that'd be great. Okay. Um, so the phone number to American Public Life is 800-256-8606. All right. Thank you so much. I really appreciate your help this morning. Yes, sir. You have a wonderful day. Thank you. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hello. Uh, my name is Joseph. I'm calling from Piedmont Mountainside Hospital. I was just trying to get claim status on a patient.

Speaker speaker\_0: Okay. Um, so here at Benefits in a Card, we don't actually process the claims, but I can look up their file and see if they had active coverage during the date of service.

Speaker speaker\_1: Okay, that'll work.

Speaker speaker\_0: Um, what is... Do you have the last four of their Social?

Speaker speaker\_1: Give me just one moment. Yes... Oh, actually, no, I don't. Um, are you able to look it up by the member number or no?

Speaker speaker\_0: Uh, not specific to the member number. I can try their first and last name, but we work for multiple agencies, so just depends on what pops up. Um, what's their first and last name?

Speaker speaker\_1: It's going to be Joshua Stokes, and last name is spelled S-T-O-K-E-S.

Speaker speaker\_0: Okay, yeah, I have a couple different people showing up for that. What's their date of birth?

Speaker speaker\_1: It's going to be September 29th, 2004.

Speaker speaker\_0: September 29rd, 2004. Okay. Would you be able to verify their address as well?

Speaker speaker\_1: Address I have on file is going to be 840 US Highway 411 Southeast Ranger, Georgia 30734.

Speaker speaker\_0: Okay. Uh, let's see. And what is the date, uh, uh, date of service for them?

Speaker speaker\_1: Date of service is going to be March 13th, 2025.

Speaker speaker\_0: Mm-hmm. Okay, and I'm assuming this is for medical?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Yeah, okay. Um, so it looks like they did have an active policy during that time. Um, they have a hospital indemnity plan with American Public Life.

Speaker speaker\_1: Okay. All right, thank you so much-

Speaker speaker\_0: Do you need the phone number for the carrier?

Speaker speaker\_1: Yeah, if you can give me that, that'd be great.

Speaker speaker\_0: Okay. Um, so the phone number to American Public Life is 800-256-8606.

Speaker speaker\_1: All right. Thank you so much. I really appreciate your help this morning.

Speaker speaker\_0: Yes, sir. You have a wonderful day.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_0: Bye-bye.