Transcript: VICTORIA Taylor-5016850700615680-6006665072001024

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria, how can I help you? Hi, Victoria. My name is Eldar. I'm calling from a dental office to verify eligibility for a patient. Okay. What's the name of the dental office you're calling from? Sunrise Dental. Sunrise Dental? Mm-hmm. Okay. Do you have the last four of the patient's Social? Um, let me take a look. I have their, uh, member ID policy number. Okay. Or- I don't have a way to search it by that. Or- I can try searching by their name and date of birth. What's their name? Um, name is Orest, O-R-E-S-T. And last name is S-I-L-C-H-U-K. And date of birth is, uh, 3-16-1987. Okay. So first name is O-R-E-S-T? Mm-hmm. And last name is S-I-L-C-H-U-K? Yes. Okay. I'm not finding anyone with that name in our system. Let me see if we actually- Really? ... have the last name. Give me one second. Mm-hmm. Yeah. I'm not seeing anyone with that name in our system. Okay, sounds good. Um, I'll call the patient and ask for the Social and I'll call back. Okay. Yeah, that might help a little bit. We just work for multiple staffing agencies but, um, I just did it by the first name and nothing popped up. Okay. Okay, sounds good. I'll, I'll give you guys a call back once I have the Social. Okay. You have a wonderful day. You too. Thank you, Victoria. Thank you. Bye-bye. Goodbye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria, how can I help you?

Speaker speaker_1: Hi, Victoria. My name is Eldar. I'm calling from a dental office to verify eligibility for a patient.

Speaker speaker_0: Okay. What's the name of the dental office you're calling from?

Speaker speaker_1: Sunrise Dental.

Speaker speaker_0: Sunrise Dental?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. Do you have the last four of the patient's Social?

Speaker speaker_1: Um, let me take a look. I have their, uh, member ID policy number.

Speaker speaker_0: Okay.

Speaker speaker_1: Or-

Speaker speaker_0: I don't have a way to search it by that.

Speaker speaker_1: Or-

Speaker speaker_0: I can try searching by their name and date of birth. What's their name?

Speaker speaker_1: Um, name is Orest, O-R-E-S-T. And last name is S-I-L-C-H-U-K. And date of birth is, uh, 3-16-1987.

Speaker speaker_0: Okay. So first name is O-R-E-S-T?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And last name is S-I-L-C-H-U-K?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I'm not finding anyone with that name in our system. Let me see if we actually-

Speaker speaker_1: Really?

Speaker speaker_0: ... have the last name. Give me one second.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Yeah. I'm not seeing anyone with that name in our system.

Speaker speaker_1: Okay, sounds good. Um, I'll call the patient and ask for the Social and I'll call back.

Speaker speaker_0: Okay. Yeah, that might help a little bit. We just work for multiple staffing agencies but, um, I just did it by the first name and nothing popped up.

Speaker speaker_1: Okay. Okay, sounds good. I'll, I'll give you guys a call back once I have the Social.

Speaker speaker_0: Okay. You have a wonderful day.

Speaker speaker_1: You too. Thank you, Victoria.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Goodbye.