

Transcript: VICTORIA

Taylor-5474025477816320-5358950684344320

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, I'm Divya calling from the provider's office regarding 2020 benefit verification. Uh, this call is being recorded and monitored for the quality training purposes. Is it okay with you? Sure. What's the name of the, uh, the provider's office that you're working with? Uh, it's Claimant Evangelista Eye Centers Texas. Okay. I'm sorry. That was Claimant... Evangelista Eye Centers Texas. Okay. Can you spell the second word? Oh, yeah, sure. It's E-V-A-N-G-E-L-I-S-T-A. Okay. All right. So, E-V-A-N-G-E-L-I-S-T-A? Yes. And then Eye Centers Texas? Uh, Eye Centers Texas. Like I-E-Y-E Centers, C-E-N-T-E-R-S Texas? Yes. Okay. Do you have the last four of the Social for the patient you're calling for? Uh, you mean policy number, right? No, ma'am. The last four of their Social Security number. Uh, sorry, I don't have the Social Security number. I have the policy number. Okay, there's not a way for me to search it by the policy number, unfortunately. I would need the- their Social, the last four digits, um, their name, uh, and date of birth. Oh. Okay. So the first name is C-O-R-E-Y and last name is S-M-I-T-H, Smith, and the date of birth is on, um, April 29th of 1984. Okay, but you don't have the last four of the Social? That's what I need. But I'm really sorry, I don't have the Social Security number. Is there a way that you can get that information and call us back? Because we have multiple Corey Smiths showing up. We work for multiple staffing agencies. Uh, well, let me see that. Uh, please wait a moment. Okay. Sorry, I don't have that. Okay, so again, there's- there's-

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, I'm Divya calling from the provider's office regarding 2020 benefit verification. Uh, this call is being recorded and monitored for the quality training purposes. Is it okay with you?

Speaker speaker_0: Sure. What's the name of the, uh, the provider's office that you're working with?

Speaker speaker_1: Uh, it's Claimant Evangelista Eye Centers Texas.

Speaker speaker_0: Okay. I'm sorry. That was Claimant...

Speaker speaker_1: Evangelista Eye Centers Texas.

Speaker speaker_0: Okay. Can you spell the second word?

Speaker speaker_1: Oh, yeah, sure. It's E-V-A-N-G-E-L-I-S-T-A.

Speaker speaker_0: Okay. All right. So, E-V-A-N-G-E-L-I-S-T-A?

Speaker speaker_1: Yes.

Speaker speaker_0: And then Eye Centers Texas?

Speaker speaker_1: Uh, Eye Centers Texas.

Speaker speaker_0: Like I-E-Y-E Centers, C-E-N-T-E-R-S Texas?

Speaker speaker_1: Yes.

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

Speaker speaker_1: Uh, you mean policy number, right?

Speaker speaker_0: No, ma'am. The last four of their Social Security number.

Speaker speaker_1: Uh, sorry, I don't have the Social Security number. I have the policy number.

Speaker speaker_0: Okay, there's not a way for me to search it by the policy number, unfortunately. I would need the- their Social, the last four digits, um, their name, uh, and date of birth.

Speaker speaker_1: Oh. Okay. So the first name is C-O-R-E-Y and last name is S-M-I-T-H, Smith, and the date of birth is on, um, April 29th of 1984.

Speaker speaker_0: Okay, but you don't have the last four of the Social? That's what I need.

Speaker speaker_1: But I'm really sorry, I don't have the Social Security number.

Speaker speaker_0: Is there a way that you can get that information and call us back? Because we have multiple Corey Smiths showing up. We work for multiple staffing agencies.

Speaker speaker_1: Uh, well, let me see that. Uh, please wait a moment.

Speaker speaker_0: Okay.

Speaker speaker_1: Sorry, I don't have that.

Speaker speaker_0: Okay, so again, there's- there's-