

## Transcript: VICTORIA

Taylor-5832828738387968-4725767094976512

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. My name is Patty. I'm calling from Dr. Carlos Torres's office. How are you doing? Good. How are you? I'm doing okay. Thank you. Wait, where's this one? Okay, bye. I'm gonna take you on a road trip with me just through the office. That way I don't, um... That way everybody's not listening to our conversation. So give me a sec. All right. So, I have a patient who, who is being seen currently right now. We haven't seen him in, since 2023, early 2023. Um, but he's here right now because he's having a toothache. But the insurance that I had for him on file, they're no longer his insurance provider. Effective 12-31-23, they were, the entire group was terminated. So, wife gave me this number and she said I would be able to see if I can get, like, the new company name for his dental insurance. Okay. Um, do you have the last four of his Social? I do, because the only paper that she has, it only has the last four of his Social. So it's 7402. And his first and last name? First name is Martin. The last name is Vasquez. Aquino. Okay. And what's his date of birth? 1/30/97. Okay. Um, hmm, hmm, hmm. Is the address 1007 Santa Clara Street? Yes. For the patient, it is. Okay. Yeah, I don't see that he's enrolled into anything with us. All right. And that's just for dental, correct? Well, we're the, the administrators for his employer, and it would be any type of benefits he has with them. Any benefits with them. All right. All right. I'll go ahead and let wife know, but we're still gonna see him anyways. I told him I'd, I've, um... Call this one as a good deed for us to at least figure out what's going on with his pain. But thank you so very much. What was your name? Victoria. Thank you, Victoria. Have a good day. You too. Bye-bye. Bye-bye.

### 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 Patty. I'm calling from Dr. Carlos Torres's office. How are you doing?

Speaker speaker\_0: Good. How are you?

Speaker speaker\_1: I'm doing okay. Thank you. Wait, where's this one? Okay, bye. I'm gonna take you on a road trip with me just through the office. That way I don't, um... That way everybody's not listening to our conversation. So give me a sec. All right. So, I have a patient who, who is being seen currently right now. We haven't seen him in, since 2023, early 2023. Um, but he's here right now because he's having a toothache. But the insurance that I had for

him on file, they're no longer his insurance provider. Effective 12-31-23, they were, the entire group was terminated. So, wife gave me this number and she said I would be able to see if I can get, like, the new company name for his dental insurance.

Speaker speaker\_0: Okay. Um, do you have the last four of his Social?

Speaker speaker\_1: I do, because the only paper that she has, it only has the last four of his Social. So it's 7402.

Speaker speaker\_0: And his first and last name?

Speaker speaker\_1: First name is Martin. The last name is Vasquez. Aquino.

Speaker speaker\_0: Okay. And what's his date of birth?

Speaker speaker\_1: 1/30/'97.

Speaker speaker\_0: Okay. Um, hmm, hmm, hmm. Is the address 1007 Santa Clara Street?

Speaker speaker\_1: Yes. For the patient, it is.

Speaker speaker\_0: Okay. Yeah, I don't see that he's enrolled into anything with us.

Speaker speaker\_1: All right. And that's just for dental, correct?

Speaker speaker\_0: Well, we're the, the administrators for his employer, and it would be any type of benefits he has with them.

Speaker speaker\_1: Any benefits with them. All right. All right. I'll go ahead and let wife know, but we're still gonna see him anyways. I told him I'd, I've, um... Call this one as a good deed for us to at least figure out what's going on with his pain. But thank you so very much. What was your name?

Speaker speaker\_0: Victoria.

Speaker speaker\_1: Thank you, Victoria. Have a good day.

Speaker speaker\_0: You too. Bye-bye.

Speaker speaker\_1: Bye-bye.