

## **Transcript: VICTORIA**

**Taylor-5975672921997312-5238429907369984**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, yes, this is Amy at the Elkton Clinic. I was needing to see if I can get an eligibility fax on a patient? You there? Oh, sorry. I accidentally hit the mute button. Um- It's fine. I was just saying... I was just saying we're, uh, the benefits administrators, so I can definitely pull up the patient file and see if they have active coverage. Um, I'm not sure that we can send anything by fax, but I- Okay. ... you might be able to get, uh, that information from the insurance carrier directly. Okay. Yes, can you just check to tell me if she has active? That way I can at least go ahead and get her seen, um, and then if I could get the phone number for the insurance, 'cause I don't see it on the card. Okay, sure. Um, do you have the last four of their Social? Yes. It is 7297. And their first and last name? Jennifer Dile, D-I-L-E. Okay. And then if you'll, uh, verify their address and date of birth. Yeah. It is 4344 Miller Valley Road, Elkton, Kentucky, 42220 and date of birth 11/10/74. Okay. And, uh, you said your, your name is Amy at Elkton Clinic? Elkton Clinic, yes. Okay. And this is for medical, right? Yes. Okay. So I do see that they have an active, um, policy with American Public Life. Let me give you their phone number. Um, it is 256-8606. Perfect. Thank you very much. Yes, ma'am. And just to clarify again, it is currently active. All right. Thank you. You're welcome. Have a good day. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Um, yes, this is Amy at the Elkton Clinic. I was needing to see if I can get an eligibility fax on a patient?

Speaker speaker\_0: You there?

Speaker speaker\_2: Oh, sorry. I accidentally hit the mute button. Um-

Speaker speaker\_0: It's fine.

Speaker speaker\_2: I was just saying... I was just saying we're, uh, the benefits administrators, so I can definitely pull up the patient file and see if they have active coverage. Um, I'm not sure that we can send anything by fax, but I-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... you might be able to get, uh, that information from the insurance carrier directly.

Speaker speaker\_1: Okay. Yes, can you just check to tell me if she has active? That way I can at least go ahead and get her seen, um, and then if I could get the phone number for the insurance, 'cause I don't see it on the card.

Speaker speaker\_2: Okay, sure. Um, do you have the last four of their Social?

Speaker speaker\_1: Yes. It is 7297.

Speaker speaker\_2: And their first and last name?

Speaker speaker\_1: Jennifer Dile, D-I-L-E.

Speaker speaker\_2: Okay. And then if you'll, uh, verify their address and date of birth.

Speaker speaker\_1: Yeah. It is 4344 Miller Valley Road, Elkton, Kentucky, 42220 and date of birth 11/10/'74.

Speaker speaker\_2: Okay. And, uh, you said your, your name is Amy at Elkton Clinic?

Speaker speaker\_1: Elkton Clinic, yes.

Speaker speaker\_2: Okay. And this is for medical, right?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. So I do see that they have an active, um, policy with American Public Life. Let me give you their phone number. Um, it is 256-8606.

Speaker speaker\_1: Perfect. Thank you very much.

Speaker speaker\_2: Yes, ma'am. And just to clarify again, it is currently active.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_2: You're welcome. Have a good day.

Speaker speaker\_1: Bye.