

## **Transcript: VICTORIA**

**Taylor-6331379899088896-5333889984937984**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, I'm calling from my provider's office to check on claim status. Okay. Um, so here at Benefits on a Card, we don't actually have access to claims. Um, that would be with the actual insurance company. Do you know, uh, the name of the company that you're trying to reach? Uh, let me see. This was the only number listed on the card. Uh, let's see. Would it be American Public Life or 90 Degree Benefits? Uh, let's see. It says Partners Care Health and Wellness, and then also PHCS. And then the group is Partners Personnel. Okay. Um... Do you have the last four digits of the patient's social? Let me take a look. 3522. And their first and last name? Caitlin Excuse me. Caitlin Shumway. Can you spell Caitlin for me? It's C-A-I-T-L-I-N. Okay. And would you be able to verify their address and date of birth? I have 3355 East Maybury Avenue in Gilbert, Arizona 85297, 11/20/89. Okay. Yeah, I'm not seeing that they're enrolled into anything. Do you have like an exact termination date? They were never enrolled. Oh. Okay. All right. That's helpful. Is there a reference number for this call? Uh, we don't have reference numbers. I guess you could just use my name, Victoria, and today's date. Okay. All right. Thanks for your help. You're welcome. 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, I'm calling from my provider's office to check on claim status.

Speaker speaker\_0: Okay. Um, so here at Benefits on a Card, we don't actually have access to claims. Um, that would be with the actual insurance company. Do you know, uh, the name of the company that you're trying to reach?

Speaker speaker\_1: Uh, let me see. This was the only number listed on the card. Uh, let's see.

Speaker speaker\_0: Would it be American Public Life or 90 Degree Benefits?

Speaker speaker\_1: Uh, let's see. It says Partners Care Health and Wellness, and then also PHCS. And then the group is Partners Personnel.

Speaker speaker\_0: Okay. Um... Do you have the last four digits of the patient's social?

Speaker speaker\_1: Let me take a look. 3522.

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

Speaker speaker\_1: Caitlin Excuse me. Caitlin Shumway.

Speaker speaker\_0: Can you spell Caitlin for me?

Speaker speaker\_1: It's C-A-I-T-L-I-N.

Speaker speaker\_0: Okay. And would you be able to verify their address and date of birth?

Speaker speaker\_1: I have 3355 East Maybury Avenue in Gilbert, Arizona 85297, 11/20/89.

Speaker speaker\_0: Okay. Yeah, I'm not seeing that they're enrolled into anything.

Speaker speaker\_1: Do you have like an exact termination date?

Speaker speaker\_0: They were never enrolled.

Speaker speaker\_1: Oh. Okay. All right. That's helpful. Is there a reference number for this call?

Speaker speaker\_0: Uh, we don't have reference numbers. I guess you could just use my name, Victoria, and today's date.

Speaker speaker\_1: Okay. All right. Thanks for your help.

Speaker speaker\_0: You're welcome. Bye-bye.

Speaker speaker\_1: Bye.