

Transcript: VICTORIA

Taylor-6595716887134208-5789242288029696

Full Transcript

Thank you for calling Benefits on a Card., this is 848, how can I help you? Hi, I'm calling to verify coverage on a patient. Okay. Do you have the last four of their Social? Uh, let me look here. Um, I believe... Let me look and see if I got it here. Uh, three, eight, four, two. And their first and last name? Kayla, K-A-Y-L-A. Last name Clement, C-L-E-M-E-N-T. All right. Uh, would you be able to verify their date of birth and, um, address? Yep. February 24th, 1996. And the address is 5963 371st Street, North Branch, Minnesota, 55056. Okay. And I'm sorry, what's the name of the office you're calling with? Um, Fairview Lakes Regional Medical Center. Fairview Lakes Regional Medical Center? Yes. Okay. And I'm sorry, your name? Jill. Jill? Okay. Um, are you calling to see if they have act-, like, currently active coverage or are you for a specific- Yeah. ... date of service? Um, I'm trying to think. Their date of service would have been maybe the January 25th, it looks like. January 25th... January 25th of this year or '24? Of '25, sorry. Okay. Um, I do not see that they currently have active coverage. Um, it looks like they did previously have coverage, but that was back... Um, it looks like the last date of their active coverage was on February 11th of '24. February 11th. Yeah, '24. Of '24. Okay. All right. Well, thank you so much. You're welcome. Have a wonderful day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card., this is 848, how can I help you?

Speaker speaker_1: Hi, I'm calling to verify coverage on a patient.

Speaker speaker_0: Okay. Do you have the last four of their Social?

Speaker speaker_1: Uh, let me look here. Um, I believe... Let me look and see if I got it here. Uh, three, eight, four, two.

Speaker speaker_0: And their first and last name?

Speaker speaker_1: Kayla, K-A-Y-L-A. Last name Clement, C-L-E-M-E-N-T.

Speaker speaker_0: All right. Uh, would you be able to verify their date of birth and, um, address?

Speaker speaker_1: Yep. February 24th, 1996. And the address is 5963 371st Street, North Branch, Minnesota, 55056.

Speaker speaker_0: Okay. And I'm sorry, what's the name of the office you're calling with?

Speaker speaker_1: Um, Fairview Lakes Regional Medical Center.

Speaker speaker_0: Fairview Lakes Regional Medical Center?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And I'm sorry, your name?

Speaker speaker_1: Jill.

Speaker speaker_0: Jill? Okay. Um, are you calling to see if they have act-, like, currently active coverage or are you for a specific-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... date of service?

Speaker speaker_1: Um, I'm trying to think. Their date of service would have been maybe the January 25th, it looks like.

Speaker speaker_0: January 25th... January 25th of this year or '24?

Speaker speaker_1: Of '25, sorry.

Speaker speaker_0: Okay. Um, I do not see that they currently have active coverage. Um, it looks like they did previously have coverage, but that was back... Um, it looks like the last date of their active coverage was on February 11th of '24.

Speaker speaker_1: February 11th.

Speaker speaker_0: Yeah, '24.

Speaker speaker_1: Of '24. Okay. All right. Well, thank you so much.

Speaker speaker_0: You're welcome. Have a wonderful day.

Speaker speaker_1: You too. Bye-bye.