

## **Transcript: VICTORIA**

**Taylor-6754559107186688-5961803237605376**

### **Full Transcript**

Thank you for calling Benefits in a Car, this is Victoria, how can I help you? Hi Victoria. This is Julie calling from Premier Smiles Bellevue. Um, I received the explanation of benefit for a patient, Robert McKeever. Okay. It says, um, "Waiting to hear for patient's benefit." Does it mean patient does not have the eligibility on the plan? Uh, I- I don't believe so. Ah, I'm pretty sure that's sent out from the insurance carrier directly, and I mean, I can pull up the patient's file and see if they had coverage during the date of service. Yes, please. Do you have the last four d- uh, digits of their Social? Yes. 9273. And their first and last name? Robert McKeever. How do you spell the last name? M-C-K-E-E-V-E-R. Okay. And then would you be able to verify their date of birth? Page, ah, ■1-14-2001. Okay, give me one second. And you're with Premier Smiles, is that correct? Yes, yes. Okay. What's the date of service? It's for the March 10th of this year. March 10th of 25, yeah, I don't see that their coverage was active during that week. Um, does it go by calendar or how does it work? When did it, um, terminate it? So they pay for the coverage on a weekly basis, so it's week by week. Oh. Okay, all right. Sounds good. Thank you so much for your help. You're welcome. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Car, this is Victoria, how can I help you?

Speaker speaker\_1: Hi Victoria. This is Julie calling from Premier Smiles Bellevue. Um, I received the explanation of benefit for a patient, Robert McKeever.

Speaker speaker\_0: Okay.

Speaker speaker\_1: It says, um, "Waiting to hear for patient's benefit." Does it mean patient does not have the eligibility on the plan?

Speaker speaker\_0: Uh, I- I don't believe so. Ah, I'm pretty sure that's sent out from the insurance carrier directly, and I mean, I can pull up the patient's file and see if they had coverage during the date of service.

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: Do you have the last four d- uh, digits of their Social?

Speaker speaker\_1: Yes. 9273.

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

Speaker speaker\_1: Robert McKeever.

Speaker speaker\_0: How do you spell the last name?

Speaker speaker\_1: M-C-K-E-E-V-E-R.

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

Speaker speaker\_1: Page, ah, ■1-14-2001.

Speaker speaker\_0: Okay, give me one second. And you're with Premier Smiles, is that correct?

Speaker speaker\_1: Yes, yes.

Speaker speaker\_0: Okay. What's the date of service?

Speaker speaker\_1: It's for the March 10th of this year.

Speaker speaker\_0: March 10th of 25, yeah, I don't see that their coverage was active during that week.

Speaker speaker\_1: Um, does it go by calendar or how does it work? When did it, um, terminate it?

Speaker speaker\_0: So they pay for the coverage on a weekly basis, so it's week by week.

Speaker speaker\_1: Oh. Okay, all right. Sounds good. Thank you so much for your help.

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

Speaker speaker\_1: Bye-bye.