

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Hi, this is, uh, Peter, and last name initially is, uh, John, ma'am. I'm calling from, uh, prior office of Stephanie looking for some claim and could y... could you help me out? Yes. Um, what's the name of the patient? It's a Jacob Williams. You said Jack Williams? Yeah, Jacob, uh, Williams. W-I-L-L-I-M-S? Yes, ma'am. Williams. Okay. And then the date of birth? Uh, it's for April 11th of 1996. Do you have the claim, ma'am? I have the claim number. Okay, so the claim number won't work. Um, is he the policyholder or is he a dependent? Yeah, he's a policyholder. And then you said 1966? 1996, I'm sorry? April 11th of 1996. April 11th. Okay. Yeah. I have the claim number, ma'am. If you want, I can provide it. So the claim number's not gonna help me. Mm-hmm. That's probably more of a carrier. Um, but give me one second. Let me... Do you have the member's, um, phone number by any chance? Yes, I have the member number. Is it showing me? 770-507-7404. Oof, give me one second. 770... 507-7404. Mm. Yeah, I'm not getting anything with that phone number either. That was 770-50- You want the member ID, ma'am? You want the member ID? So the member ID, once again, is not gonna help me pull up that member. I need either the first name, last name, date of birth, or phone number. Um, do you have, uh, the staffing agency that they work for? Sorry, ma'am? Do you have the staffing... the name of the staffing agency that they work for? The portal. No, ma'am. Uh- No? Okay. So you said the first name was Jack, J-A-C-K. Last name w- No, no. First name is Jacob. J-A-C-O-B. Last name is William. The last name or the first name? Jacob- Last name is Jacob. J-A-C-O-B. Jacob. Okay, 'cause I, I asked if you said Jack and you said yes. That's why I couldn't find it. Oh. Oh, no, no, no. Oh, no, ma'am. No, ma'am. No, ma'am. So Jacob? Jacob. Okay. Last name Williams. Mm-hmm. Do you want the claim number, ma'am? Now you found it? The claim number's not gonna work. Okay. Your name is? May I know your name? My name is Stephanie. Uh-huh. Yeah. Did you find the claims, Stephanie? That's what I'm looking for. Yeah, I'm still having trouble finding him. Give me one second. Let me see. Let me just make sure. You said Jacob, J-A-C-O-B? Yes, ma'am. Last name Williams. W-I-L-L-I-A-M-S? Yes. Yes, yes. W-I-L-L. And your birth- W-I-L-L-I-A-M-S. And then age at birth is April, April 11th '96? April 11th of 1996. Okay. Yeah, I'm not seeing this number, and I have all the current information. Um, would you like to... What was the service for? Medical. Give me one second. Let me see if, um, somebody else can find it. Do you mind, um, getting put on a brief hold? Okay. Could you make it fast, ma'am? I'm sorry? Yeah, could you make it fast, ma'am? Okay. Well, uh, I need to find it first. So if you could bear with me. Hello? Hello? Okay, thank you for your hold. Um, so I did follow up, um, and this person does not in- exist in our files. The second person tried to double check and we cannot find this number anywhere. Um, we are only the healthcare administrators, so that number that you were trying to give me isn't

gonna help me. I'm not really sure how the member, um, got this phone number 'cause we cannot locate them in our system. No, ma'am. Actually same, uh, call, uh, number, we have, uh, reach and we are get the claim status, ma'am. I have the call reference for the previous also. Okay. Well, like I said, we cannot locate this number. With the information you gave me of Jacob Williams of April 11th- Do you want any, uh, yes, uh, claim number or address on the file? Address, member address? Okay. So the claim number, once again, isn't gonna work. We're just the healthcare administrators for the staffing agency. So I would need the member's first and last name and date of birth. They should- Yes, ma'am. I have- ... come on up in our files. Yes. Uh, can I spell it? One second, one second, ma'am. Let me check the... Uh, only one... Give me one second. Okay. I want to check your patient. Do you want the... You're stating that your patient unable to pull. Is correct? Okay, that's fine. Give me one second to... But I'm leaving the call. And I would be sure that they are a policy holder because if they're under as a dependent, they're not gonna pop up. Okay. No, this is, uh, Jack. Oh, one second. I was following. Oh, he is a policy holder only, not any dependent. Okay. You want any Social Security numbers? What is it? You want the SSN number? Yes. What is it? I just- It was, uh, 258-958289. Okay. So by any chance, do you know the agency th- that they, um, affiliate with? Yes. Uh, member agency. You're stating the insurance, it's correct. Yeah, it's American Public Life. So that's the carrier of the, um... Mm. I don't have that num- Of the insurance. Yeah, 90-degree benefits to assu- No. SLR. So that's the carrier. Those are the carriers. Mm. I don't have that, ma'am. It was showing ATC something. Yeah. Um, would you like to give us a call? 'Cause, um, for me to continue, I would need the, like, the correct information and with the name- Thank you, ma'am. ... that you're giving me, I'm not seeing it. I'll check and... Yes, what is your call reference? Uh, our phone number is 800-497- No, your call reference. I don't... It's just Stephanie. Mm. Thank you, Stephanie. Mm-hmm. Thank you, ma'am. Bye. Bye. Have a nice day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi, this is, uh, Peter, and last name initially is, uh, John, ma'am. I'm calling from, uh, prior office of Stephanie looking for some claim and could y... could you help me out?

Speaker speaker_1: Yes. Um, what's the name of the patient?

Speaker speaker_2: It's a Jacob Williams.

Speaker speaker_1: You said Jack Williams?

Speaker speaker_2: Yeah, Jacob, uh, Williams.

Speaker speaker_1: W-I-L-L-I-M-S?

Speaker speaker_2: Yes, ma'am. Williams.

Speaker speaker_1: Okay. And then the date of birth?

Speaker speaker_2: Uh, it's for April 11th of 1996. Do you have the claim, ma'am? I have the claim number.

Speaker speaker_1: Okay, so the claim number won't work. Um, is he the policyholder or is he a dependent?

Speaker speaker_2: Yeah, he's a policyholder.

Speaker speaker_1: And then you said 1966? 1996, I'm sorry?

Speaker speaker_2: April 11th of 1996.

Speaker speaker_1: April 11th. Okay. Yeah.

Speaker speaker_2: I have the claim number, ma'am. If you want, I can provide it.

Speaker speaker_1: So the claim number's not gonna help me.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: That's probably more of a carrier. Um, but give me one second. Let me... Do you have the member's, um, phone number by any chance?

Speaker speaker_2: Yes, I have the member number. Is it showing me? 770-507-7404.

Speaker speaker_1: Oof, give me one second. 770...

Speaker speaker_2: 507-7404.

Speaker speaker_1: Mm. Yeah, I'm not getting anything with that phone number either. That was 770-50-

Speaker speaker_2: You want the member ID, ma'am? You want the member ID?

Speaker speaker_1: So the member ID, once again, is not gonna help me pull up that member. I need either the first name, last name, date of birth, or phone number. Um, do you have, uh, the staffing agency that they work for?

Speaker speaker_2: Sorry, ma'am?

Speaker speaker_1: Do you have the staffing... the name of the staffing agency that they work for?

Speaker speaker_2: The portal. No, ma'am. Uh-

Speaker speaker_1: No? Okay. So you said the first name was Jack, J-A-C-K. Last name w-

Speaker speaker_2: No, no. First name is Jacob. J-A-C-O-B. Last name is William.

Speaker speaker_1: The last name or the first name? Jacob-

Speaker speaker_2: Last name is Jacob. J-A-C-O-B. Jacob.

Speaker speaker_1: Okay, 'cause I, I asked if you said Jack and you said yes. That's why I couldn't find it.

Speaker speaker_2: Oh. Oh, no, no, no. Oh, no, ma'am. No, ma'am. No, ma'am.

Speaker speaker_1: So Jacob?

Speaker speaker_2: Jacob.

Speaker speaker_1: Okay. Last name Williams.

Speaker speaker_2: Mm-hmm. Do you want the claim number, ma'am? Now you found it?

Speaker speaker_1: The claim number's not gonna work.

Speaker speaker_2: Okay. Your name is? May I know your name?

Speaker speaker_1: My name is Stephanie.

Speaker speaker_2: Uh-huh. Yeah. Did you find the claims, Stephanie?

Speaker speaker_1: That's what I'm looking for. Yeah, I'm still having trouble finding him. Give me one second. Let me see. Let me just make sure. You said Jacob, J-A-C-O-B?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Last name Williams. W-I-L-L-I-A-M-S?

Speaker speaker_2: Yes. Yes, yes. W-I-L-L.

Speaker speaker_1: And your birth-

Speaker speaker_2: W-I-L-L-I-A-M-S.

Speaker speaker_1: And then age at birth is April, April 11th '96?

Speaker speaker_2: April 11th of 1996.

Speaker speaker_1: Okay. Yeah, I'm not seeing this number, and I have all the current information. Um, would you like to... What was the service for?

Speaker speaker_2: Medical.

Speaker speaker_1: Give me one second. Let me see if, um, somebody else can find it. Do you mind, um, getting put on a brief hold?

Speaker speaker_2: Okay. Could you make it fast, ma'am?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Yeah, could you make it fast, ma'am?

Speaker speaker_1: Okay. Well, uh, I need to find it first. So if you could bear with me.

Speaker speaker_2: Hello? Hello?

Speaker speaker_1: Okay, thank you for your hold. Um, so I did follow up, um, and this person does not in- exist in our files. The second person tried to double check and we cannot find this number anywhere. Um, we are only the healthcare administrators, so that number that you were trying to give me isn't gonna help me. I'm not really sure how the member, um, got this phone number 'cause we cannot locate them in our system.

Speaker speaker_2: No, ma'am. Actually same, uh, call, uh, number, we have, uh, reach and we are get the claim status, ma'am. I have the call reference for the previous also.

Speaker speaker_1: Okay. Well, like I said, we cannot locate this number. With the information you gave me of Jacob Williams of April 11th-

Speaker speaker_2: Do you want any, uh, yes, uh, claim number or address on the file? Address, member address?

Speaker speaker_1: Okay. So the claim number, once again, isn't gonna work. We're just the healthcare administrators for the staffing agency. So I would need the member's first and last name and date of birth. They should-

Speaker speaker_2: Yes, ma'am. I have-

Speaker speaker_1: ... come on up in our files.

Speaker speaker_2: Yes. Uh, can I spell it? One second, one second, ma'am. Let me check the... Uh, only one... Give me one second.

Speaker speaker_1: Okay.

Speaker speaker_2: I want to check your patient. Do you want the... You're stating that your patient unable to pull. Is correct?

Speaker speaker_1: Okay, that's fine.

Speaker speaker_2: Give me one second to... But I'm leaving the call.

Speaker speaker_1: And I would be sure that they are a policy holder because if they're under as a dependent, they're not gonna pop up.

Speaker speaker_2: Okay. No, this is, uh, Jack. Oh, one second. I was following. Oh, he is a policy holder only, not any dependent.

Speaker speaker_1: Okay.

Speaker speaker_2: You want any Social Security numbers?

Speaker speaker_1: What is it?

Speaker speaker_2: You want the SSN number?

Speaker speaker_1: Yes. What is it? I just-

Speaker speaker_2: It was, uh, 258-958289.

Speaker speaker_1: Okay. So by any chance, do you know the agency th- that they, um, affiliate with?

Speaker speaker_2: Yes. Uh, member agency. You're stating the insurance, it's correct. Yeah, it's American Public Life.

Speaker speaker_1: So that's the carrier of the, um...

Speaker speaker_2: Mm. I don't have that num-

Speaker speaker_1: Of the insurance.

Speaker speaker_2: Yeah, 90-degree benefits to assu- No. SLR.

Speaker speaker_1: So that's the carrier. Those are the carriers.

Speaker speaker_2: Mm. I don't have that, ma'am. It was showing ATC something. Yeah.

Speaker speaker_1: Um, would you like to give us a call? 'Cause, um, for me to continue, I would need the, like, the correct information and with the name-

Speaker speaker_2: Thank you, ma'am.

Speaker speaker_1: ... that you're giving me, I'm not seeing it.

Speaker speaker_2: I'll check and... Yes, what is your call reference?

Speaker speaker_1: Uh, our phone number is 800-497-

Speaker speaker_2: No, your call reference.

Speaker speaker_1: I don't... It's just Stephanie.

Speaker speaker_2: Mm. Thank you, Stephanie.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Thank you, ma'am. Bye.

Speaker speaker_1: Bye. Have a nice day.