

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Edward. I'm calling from the doctor's office. Uh, Stephanie, I just wanted to check eligibility and benefits for my mother. Can you please help me out with this? Yes, sir. Um, I, uh, I kind, I'm kinda having trouble hearing you, but I did understand what you were saying. Um, it kinda sounds like you're far- Oh. ... from the phone for some reason. Oh, okay. Now let me check that. Okay. Ah, how about now, Stephanie? There you go. Yeah. Is this working? Yeah, now I can.... Yeah. That's right. It is. Um. I'm sorry. It's okay. What's the member's first and last name? Uh-huh, yeah. Uh, member's last name is, uh, Datcher. First name is Theresa. And, uh, date of birth is April 20... I'm sorry, it's May 25th of 1970. Can you spell that last name? Uh, sure, it's, uh, D as in delta, A as in alpha, T as in tango, C as in charlie, H as in henry, E as in echo, R as in romeo. Okay, that was D-A-T-C-H-E-R? Yep, you got it right. Okay. And then the first name? Uh, yeah, uh, it's spelled as T, triangle, E, echo, R, romeo, E, echo- I see a- ... S as in Sam, A... Uh, no, uh, it's just a Theresa. Okay. Uh, I'll spell it out again. It's T-E-R-E-S-A. I- you got that? So I don't have a... uh. Let me make sure. And then what was her birthday? Uh, yeah. That, uh, it's, uh, it's May 25th of 1970. Is she the policyholder or is she a dependent? Uh, let me check. Because with that... I, I see the last name but I don't have a member in the system with her first name, nor with that birthday. Oh. So I wonder if she's a policyholder. I mean a- Ah. ... dependent. I'm sorry. 'Cause if she's a dependent- Okay. ... I'm not gonna be able to pull her up- Sorry. ... until I pull up the policyholder. Okay. Oh, okay. So if it's not a policyholder then you won't be able to pull it up? I wouldn't be able to tell. Okay. I would need, um, to have the- Okay. ... policyholder's information so that I can pull up the- Okay. ... file and see if she's under as a dependent 'cause, um, but that's why I'm asking if she's a, a dependent because I don't see her first name. You said her first name was Theresa? Uh, yeah. It's T-E-R-E-S-A. Theresa. Yeah. I don't- Yeah, uh, I don't think- ... have that first name. ... yeah. No, she's probably... No she's- A dependent? She's definitely not a dependent, yeah. Uh, okay. Um, Stephanie, is... I have some kind of an ID. I, I'm not sure. It's something for- So the ID number- Yeah. ... isn't gonna pull up. Um, I mean, like, the first and last name and date of birth would. Oh, I see. Okay. Huh. Okay, so, uh, I just wanted to confirm too, you got Datcher, that's the last name. First name's Theresa, right? You got- Yes, sir. That's what I'm concerned with. And then I don't have, um, with that last name. Okay. Just by her last name alone when I look for the first name, that name doesn't pop up. As well as her date of birth, 1970, I don't have nobody in the system with, uh, May 25th of 1970 that has her last name. So that's why I'm like, if she is, she might be a dependent. Um, but I would need the policyholder's information, like their first and last name to look in the file and see- Mm-hmm. ... if she's under as the dependents. 'Cause if she's under as a dependent she's not gonna pull up until I pull up the actual policyholder.

Okay. Uh, uh, Stephanie, I'm sorry . I just wanted to ask you, uh, for our reach- if I dialed the correct line, it's Pan American Life Insurance you reached out to, right? Uh, no. Just want to make sure of that. This is Benefits In A Card. We're the healthcare administrators for staffing agencies. Uh, is it a subsidiary or TPA of Pan American Life or something, or is that different? Um, APL would... Depending on what plans the member has, um, depends on who the carrier is. One of the carriers, um, is APL but I wouldn't be able to tell you if it's for this number 'cause there's different plans and depending on the plan that she gets corresponds to, like, um, different carriers. It j- it just depends but I would actually pull up her file to see. Okay. Um, but with that last name that you gave me, I definitely do have people under the last name but under the first name and the birthday, nothing's pulling up. So she might be a dependent but I would have to, like, get the policyholder's information to know. Okay. Gotcha. Oh, that will be fine. Stephanie, I really appreciate that. And, uh- Mm-hmm. ... Stephanie, can you give me a call reference number for my documentation? Yeah. Um, give me one second. Okay. Okay. Okay, so it's Stephanie, then the letter A. Uh-huh. And then 021825. Gotcha. Thank you and yep, that'll be it. Thank you, Stephanie. Appreciate you- You're welcome. Uh-huh. Have-

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. My name is Edward. I'm calling from the doctor's office. Uh, Stephanie, I just wanted to check eligibility and benefits for my mother. Can you please help me out with this?

Speaker speaker_0: Yes, sir. Um, I, uh, I kind, I'm kinda having trouble hearing you, but I did understand what you were saying. Um, it kinda sounds like you're far-

Speaker speaker_1: Oh.

Speaker speaker_0: ... from the phone for some reason.

Speaker speaker_1: Oh, okay. Now let me check that. Okay. Ah, how about now, Stephanie?

Speaker speaker_0: There you go. Yeah.

Speaker speaker_1: Is this working?

Speaker speaker_0: Yeah, now I can.... Yeah.

Speaker speaker_1: That's right.

Speaker speaker_0: It is. Um.

Speaker speaker_1: I'm sorry.

Speaker speaker_0: It's okay. What's the member's first and last name?

Speaker speaker_1: Uh-huh, yeah. Uh, member's last name is, uh, Datcher. First name is Theresa. And, uh, date of birth is April 20... I'm sorry, it's May 25th of 1970.

Speaker speaker_0: Can you spell that last name?

Speaker speaker_1: Uh, sure, it's, uh, D as in delta, A as in alpha, T as in tango, C as in charlie, H as in henry, E as in echo, R as in romeo.

Speaker speaker_0: Okay, that was D-A-T-C-H-E-R?

Speaker speaker_1: Yep, you got it right.

Speaker speaker_0: Okay. And then the first name?

Speaker speaker_1: Uh, yeah, uh, it's spelled as T, triangle, E, echo, R, romeo, E, echo-

Speaker speaker_0: I see a-

Speaker speaker_1: ... S as in Sam, A... Uh, no, uh, it's just a Theresa.

Speaker speaker_0: Okay.

Speaker speaker_1: Uh, I'll spell it out again. It's T-E-R-E-S-A. I- you got that?

Speaker speaker_0: So I don't have a... uh. Let me make sure. And then what was her birthday?

Speaker speaker_1: Uh, yeah. That, uh, it's, uh, it's May 25th of 1970.

Speaker speaker_0: Is she the policyholder or is she a dependent?

Speaker speaker_1: Uh, let me check.

Speaker speaker_0: Because with that... I, I see the last name but I don't have a member in the system with her first name, nor with that birthday.

Speaker speaker_1: Oh.

Speaker speaker_0: So I wonder if she's a policyholder. I mean a-

Speaker speaker_1: Ah.

Speaker speaker_0: ... dependent. I'm sorry. 'Cause if she's a dependent-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I'm not gonna be able to pull her up-

Speaker speaker_1: Sorry.

Speaker speaker_0: ... until I pull up the policyholder.

Speaker speaker_1: Okay. Oh, okay. So if it's not a policyholder then you won't be able to pull it up?

Speaker speaker_0: I wouldn't be able to tell.

Speaker speaker_1: Okay.

Speaker speaker_0: I would need, um, to have the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... policyholder's information so that I can pull up the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... file and see if she's under as a dependent 'cause, um, but that's why I'm asking if she's a, a dependent because I don't see her first name. You said her first name was Theresa?

Speaker speaker_1: Uh, yeah. It's T-E-R-E-S-A. Theresa.

Speaker speaker_0: Yeah. I don't-

Speaker speaker_1: Yeah, uh, I don't think-

Speaker speaker_0: ... have that first name.

Speaker speaker_1: ... yeah. No, she's probably... No she's-

Speaker speaker_0: A dependent?

Speaker speaker_1: She's definitely not a dependent, yeah. Uh, okay. Um, Stephanie, is... I have some kind of an ID. I, I'm not sure. It's something for-

Speaker speaker_0: So the ID number-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... isn't gonna pull up. Um, I mean, like, the first and last name and date of birth would.

Speaker speaker_1: Oh, I see. Okay. Huh. Okay, so, uh, I just wanted to confirm too, you got Datcher, that's the last name. First name's Theresa, right? You got-

Speaker speaker_0: Yes, sir.

Speaker speaker_1: That's what I'm concerned with.

Speaker speaker_0: And then I don't have, um, with that last name.

Speaker speaker_1: Okay.

Speaker speaker_0: Just by her last name alone when I look for the first name, that name doesn't pop up. As well as her date of birth, 1970, I don't have nobody in the system with, uh, May 25th of 1970 that has her last name. So that's why I'm like, if she is, she might be a dependent. Um, but I would need the policyholder's information, like their first and last name to look in the file and see-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... if she's under as the dependents. 'Cause if she's under as a dependent she's not gonna pull up until I pull up the actual policyholder.

Speaker speaker_1: Okay. Uh, uh, Stephanie, I'm sorry . I just wanted to ask you, uh, for our reach- if I dialed the correct line, it's Pan American Life Insurance you reached out to, right?

Speaker speaker_0: Uh, no.

Speaker speaker_1: Just want to make sure of that.

Speaker speaker_0: This is Benefits In A Card. We're the healthcare administrators for staffing agencies.

Speaker speaker_1: Uh, is it a subsidiary or TPA of Pan American Life or something, or is that different?

Speaker speaker_0: Um, APL would... Depending on what plans the member has, um, depends on who the carrier is. One of the carriers, um, is APL but I wouldn't be able to tell you if it's for this number 'cause there's different plans and depending on the plan that she gets corresponds to, like, um, different carriers. It j- it just depends but I would actually pull up her file to see.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but with that last name that you gave me, I definitely do have people under the last name but under the first name and the birthday, nothing's pulling up. So she might be a dependent but I would have to, like, get the policyholder's information to know.

Speaker speaker_1: Okay. Gotcha. Oh, that will be fine. Stephanie, I really appreciate that. And, uh-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... Stephanie, can you give me a call reference number for my documentation?

Speaker speaker_0: Yeah. Um, give me one second.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Okay, so it's Stephanie, then the letter A.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: And then 021825.

Speaker speaker_1: Gotcha. Thank you and yep, that'll be it. Thank you, Stephanie. Appreciate you-

Speaker speaker_0: You're welcome. Uh-huh.

Speaker speaker_1: Have-