Transcript: Justin Mills-4876704386826240-5114206699831296

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. Uh, this is Naomi and I'm calling to check eligibility and benefit status for one member. So you're checking eligibility? Yes. Okay. What's the patient's first and last name? It is Ronald Peeples. You said Ronald Peeples? Yes. Let's see here. Ronald, R-O-N-A-L-D? Mm-hmm. And Peeples, P-E-O-P-L-E-S? Uh, no, it is, uh, P-E-E-D-L-E-S. Pedles, okay. So P-E-E-D-L-E-S, correct? Uh, no. Let me, uh, spell out. It is Papa, Echo, Echo, Bravo, Lima, Echo, Sierra. Echo, okay. And confirm their date of birth for me. It is 1/30/1973. Okay. So looking at the file, looks like member is not currently enrolled into anything. Okay. Uh, this member is under PHCS MultiPlan. So, uh, you're saying the patient is not enrolled, right, in Active? Correct. They're not currently enrolled into anything anymore, correct. Okay. And are you able to check any insurance active for this patient apart from this? Yeah. Um, bear with me one second. Mm-hmm.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. Uh, this is Naomi and I'm calling to check eligibility and benefit status for one member.

Speaker speaker_0: So you're checking eligibility?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. What's the patient's first and last name?

Speaker speaker_1: It is Ronald Peeples.

Speaker speaker_0: You said Ronald Peeples?

Speaker speaker_1: Yes.

Speaker speaker_0: Let's see here. Ronald, R-O-N-A-L-D?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And Peeples, P-E-O-P-L-E-S?

Speaker speaker_1: Uh, no, it is, uh, P-E-E-D-L-E-S.

Speaker speaker_0: Pedles, okay. So P-E-E-D-L-E-S, correct?

Speaker speaker_1: Uh, no. Let me, uh, spell out. It is Papa, Echo, Echo, Bravo, Lima, Echo, Sierra.

Speaker speaker_0: Echo, okay. And confirm their date of birth for me.

Speaker speaker_1: It is 1/30/1973.

Speaker speaker_0: Okay. So looking at the file, looks like member is not currently enrolled into anything.

Speaker speaker_1: Okay. Uh, this member is under PHCS MultiPlan. So, uh, you're saying the patient is not enrolled, right, in Active?

Speaker speaker_0: Correct. They're not currently enrolled into anything anymore, correct.

Speaker speaker_1: Okay. And are you able to check any insurance active for this patient apart from this?

Speaker speaker_0: Yeah. Um, bear with me one second.

Speaker speaker_1: Mm-hmm.