

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hello, sir. My name is Amelia. I'm calling from provider's office. How are you doing today? I'm doing pretty well. And yourself? That's good to hear. I am also fine. Actually, I just want to know the patient's eligibility. Okay. Um, bear with me one second. Do you mind if I place you on a brief hold for one second? Yeah, sure. Okay. . Hello. Are you still there? Yes. I'm still here. Awesome. Thank you so much for holding. What's the patient's first and last name? Sure. Patient's first name is Florence, last name is Achalke. Spell like A for alpha, C for Charlie, H for Henry, A for alpha, L for lima, E for echo, K for king, E for echo. And what was the first name? Lauren? L-A-U-R-E-N? It's Florence. F for frank, L for lima, O for ocean, R for romeo, E for echo, N for Nancy, C for Charlie, E for echo. Now are they listed as a primary or a dependent? It's a dependent. Okay. Uh, here I need the primary. Who's the primary insurer? Actually, the prime insurance is MultiPlan. Will you spell the first and last name for me please? For the beneficiary? Um, no. So I need the primary. Who, who is the policyholder? The policyholder's responsible for that. Who's the policy- Yes, it's the... Uh, this is the policyholder. So Florence is the policyholder? Yes, Florence is the policyholder. Well, I didn't have a Florence with that last name pull up in my system, um, so I may need to... Let's see. Do you have the last four of a social by any chance? Uh, can I spell for you the last name again? Yeah. What's the last name? A for alpha, C for Charlie, H for Henry, A for alpha, L for lima, E for echo, K for king, E for echo. Let's see here. Yeah. I'm not having anyone pull up in my system with that last name. A as in Char... Or A as in alpha, C as in Charlie, H as in Henry, A as in alpha, L as in lima, E as in echo, K as in king, E as in echo. Correct? Yes, correct. Correct. Yes, yes. Yes. I'm not having anyone pull up in my system with that first and last name. Okay. Can you check me the member ID? Um, so I can only search it by first and last name, social security number and the employer that they work for. I also have a patient's date of birth. Maybe the last name is invalid. Um, do you have the last four of their social? No, I do not have a social security number. Okay. Well, I would need their... Either their first and last name, the last four of the social, or their employer who they work for. That's the only ways I can search that information up. Okay, no worries. Could you provide me your name with spell please? My name is Justin, and then M as in Mary as the last initial. Call reference number of this call? It's in my first name and then today's date. Thank you so much. I really appreciated you and hope enjoy rest of the day and enjoy your weekends. Bye-bye. You do the same, okay? All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hello, sir. My name is Amelia. I'm calling from provider's office. How are you doing today?

Speaker speaker_1: I'm doing pretty well. And yourself?

Speaker speaker_2: That's good to hear. I am also fine. Actually, I just want to know the patient's eligibility.

Speaker speaker_1: Okay. Um, bear with me one second. Do you mind if I place you on a brief hold for one second?

Speaker speaker_2: Yeah, sure.

Speaker speaker_1: Okay.

Speaker speaker_2: .

Speaker speaker_1: Hello. Are you still there?

Speaker speaker_2: Yes. I'm still here.

Speaker speaker_1: Awesome. Thank you so much for holding. What's the patient's first and last name?

Speaker speaker_2: Sure. Patient's first name is Florence, last name is Achalke. Spell like A for alpha, C for Charlie, H for Henry, A for alpha, L for lima, E for echo, K for king, E for echo.

Speaker speaker_1: And what was the first name? Lauren? L-A-U-R-E-N?

Speaker speaker_2: It's Florence. F for frank, L for lima, O for ocean, R for romeo, E for echo, N for Nancy, C for Charlie, E for echo.

Speaker speaker_1: Now are they listed as a primary or a dependent?

Speaker speaker_2: It's a dependent.

Speaker speaker_1: Okay. Uh, here I need the primary. Who's the primary insurer?

Speaker speaker_2: Actually, the prime insurance is MultiPlan.

Speaker speaker_1: Will you spell the first and last name for me please?

Speaker speaker_2: For the beneficiary?

Speaker speaker_1: Um, no. So I need the primary. Who, who is the policyholder? The policyholder's responsible for that. Who's the policy-

Speaker speaker_2: Yes, it's the... Uh, this is the policyholder.

Speaker speaker_1: So Florence is the policyholder?

Speaker speaker_2: Yes, Florence is the policyholder.

Speaker speaker_1: Well, I didn't have a Florence with that last name pull up in my system, um, so I may need to... Let's see. Do you have the last four of a social by any chance?

Speaker speaker_2: Uh, can I spell for you the last name again?

Speaker speaker_1: Yeah. What's the last name?

Speaker speaker_2: A for alpha, C for Charlie, H for Henry, A for alpha, L for lima, E for echo, K for king, E for echo.

Speaker speaker_1: Let's see here. Yeah. I'm not having anyone pull up in my system with that last name. A as in Char... Or A as in alpha, C as in Charlie, H as in Henry, A as in alpha, L as in lima, E as in echo, K as in king, E as in echo. Correct?

Speaker speaker_2: Yes, correct.

Speaker speaker_1: Correct. Yes, yes.

Speaker speaker_2: Yes.

Speaker speaker_1: I'm not having anyone pull up in my system with that first and last name.

Speaker speaker_2: Okay. Can you check me the member ID?

Speaker speaker_1: Um, so I can only search it by first and last name, social security number and the employer that they work for.

Speaker speaker_2: I also have a patient's date of birth. Maybe the last name is invalid.

Speaker speaker_1: Um, do you have the last four of their social?

Speaker speaker_2: No, I do not have a social security number.

Speaker speaker_1: Okay. Well, I would need their... Either their first and last name, the last four of the social, or their employer who they work for. That's the only ways I can search that information up.

Speaker speaker_2: Okay, no worries. Could you provide me your name with spell please?

Speaker speaker_1: My name is Justin, and then M as in Mary as the last initial.

Speaker speaker_2: Call reference number of this call?

Speaker speaker_1: It's in my first name and then today's date.

Speaker speaker_2: Thank you so much. I really appreciated you and hope enjoy rest of the day and enjoy your weekends. Bye-bye.

Speaker speaker_1: You do the same, okay? All right, bye-bye.