

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is how can I help you? Hi, this is Liz calling from Cook Children's Physician Network in Willow Park, Texas to see if I can verify benefits and eligibility for a patient. So I'll only be able to verify if they have active coverage. I wouldn't be able to tell you what they're eligible for, 'cause we're not the carrier. Okay. Can you tell me if they have active coverage? Yes, ma'am. What is the name of the member? The member ID is... Oh, the name? Yes, ma'am. I've got the dependent name. It's Victoria Pena. So is she under somebody else's name, or she's... Is she the account holder? It's her dad's name. It's Victor Pena's account, uh, cardholder. You said Victor? Pena. P as in Paul, E as in Edward, N as in Nancy, A as in apple. Yeah. Last four of the social? I do not. I have an ID number. Yeah. Address? 120 Enchanted Oaks, Hudson Oaks, Texas 76087. You say you don't have a Social Security number? I do not. No, sir. Is Victor spelled V-I-C-T-O-R? Yes, sir. It might be V-I-K-T-O-R. I thought they were under the American Public Life, APL. Um, I called that number first, and she said that they show active in... on that end, but as far as, like, benefits go, I'd have to contact 90 Degree Benefit to get those. Okay. I'm not showing... I'm not seeing a Victor Pena. You said P-E-N-A is the last name? Yes. Yeah. He's not... So I have... We have him in the system, but I don't know which one would be him, because Victoria... Is the girl named Victoria? Yes. Mm-hmm. Mm-hmm. Okay. Let me double-check with the patient, and I'll, I'll give you a guys' call back. Okay. Thank you. No problem.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is how can I help you?

Speaker speaker_1: Hi, this is Liz calling from Cook Children's Physician Network in Willow Park, Texas to see if I can verify benefits and eligibility for a patient.

Speaker speaker_0: So I'll only be able to verify if they have active coverage. I wouldn't be able to tell you what they're eligible for, 'cause we're not the carrier.

Speaker speaker_1: Okay. Can you tell me if they have active coverage?

Speaker speaker_0: Yes, ma'am. What is the name of the member?

Speaker speaker_1: The member ID is... Oh, the name?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: I've got the dependent name. It's Victoria Pena.

Speaker speaker_0: So is she under somebody else's name, or she's... Is she the account holder?

Speaker speaker_1: It's her dad's name. It's Victor Pena's account, uh, cardholder.

Speaker speaker_0: You said Victor?

Speaker speaker_1: Pena. P as in Paul, E as in Edward, N as in Nancy, A as in apple.

Speaker speaker_0: Yeah. Last four of the social?

Speaker speaker_1: I do not. I have an ID number.

Speaker speaker_0: Yeah. Address?

Speaker speaker_1: 120 Enchanted Oaks, Hudson Oaks, Texas 76087.

Speaker speaker_0: You say you don't have a Social Security number?

Speaker speaker_1: I do not. No, sir.

Speaker speaker_0: Is Victor spelled V-I-C-T-O-R?

Speaker speaker_1: Yes, sir. It might be V-I-K-T-O-R. I thought they were under the American Public Life, APL. Um, I called that number first, and she said that they show active in... on that end, but as far as, like, benefits go, I'd have to contact 90 Degree Benefit to get those.

Speaker speaker_0: Okay. I'm not showing... I'm not seeing a Victor Pena. You said P-E-N-A is the last name?

Speaker speaker_1: Yes.

Speaker speaker_0: Yeah. He's not... So I have... We have him in the system, but I don't know which one would be him, because Victoria... Is the girl named Victoria?

Speaker speaker_1: Yes. Mm-hmm.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. Let me double-check with the patient, and I'll, I'll give you a guys' call back.

Speaker speaker_0: Okay.

Speaker speaker_1: Thank you.

Speaker speaker_0: No problem.