

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits *fnify*. This is Sam I speaking. How may I help you? Hi. I have, um, one of your members here with me. Um, as we're getting ready to check in for a doctor's office. I just need to get some eligibility please for his insurance. Okay. Can you ask him the last four digits of the social and the staffing agency they work for? So it's easier to find them in the system. Yeah. The last four of his what? I'm sorry. The phone cut out. Social. What's the last four of your social? 0597. 0597. And what's the staffing agency he works for or she? Um, and what was the name of the agency that you worked for with us? MAU. MAU. Management Analysis and Utilization. Right. First and last name. Steven Shelton. All right. Can you, um, verify the date of birth just to make sure I have him in the correct file? Yeah. For his date of birth I have 10-22-87. Thank you. So he is enrolled but his benefits are not active this week. Can you ask him, um, to miss a week of work because we didn't receive the premium for this week for his benefits. Okay. So they are or they are not active? They're not, they're not active but they can make the direct payment if they want to use the benefits so it could be covered. Okay. Let me find out. Um, so the benefits are not currently active with the medical care, uh, because they have not received the premium to keep it on. So she said that if you wanted to make the payment they can go ahead and turn the benefits back on. But I don't know what she would like to know. Okay. He said not at this time. Thank you. No problem. Thank you. Mm, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits *fnify*. This is Sam I speaking. How may I help you?

Speaker speaker_1: Hi. I have, um, one of your members here with me. Um, as we're getting ready to check in for a doctor's office. I just need to get some eligibility please for his insurance.

Speaker speaker_0: Okay. Can you ask him the last four digits of the social and the staffing agency they work for? So it's easier to find them in the system.

Speaker speaker_1: Yeah. The last four of his what? I'm sorry. The phone cut out.

Speaker speaker_0: Social.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 0597.

Speaker speaker_1: 0597.

Speaker speaker_0: And what's the staffing agency he works for or she?

Speaker speaker_1: Um, and what was the name of the agency that you worked for with us?

Speaker speaker_2: MAU.

Speaker speaker_1: MAU. Management Analysis and Utilization.

Speaker speaker_0: Right. First and last name.

Speaker speaker_1: Steven Shelton.

Speaker speaker_0: All right. Can you, um, verify the date of birth just to make sure I have him in the correct file?

Speaker speaker_1: Yeah. For his date of birth I have 10-22-87.

Speaker speaker_0: Thank you. So he is enrolled but his benefits are not active this week. Can you ask him, um, to miss a week of work because we didn't receive the premium for this week for his benefits.

Speaker speaker_1: Okay. So they are or they are not active?

Speaker speaker_0: They're not, they're not active but they can make the direct payment if they want to use the benefits so it could be covered.

Speaker speaker_1: Okay. Let me find out. Um, so the benefits are not currently active with the medical care, uh, because they have not received the premium to keep it on. So she said that if you wanted to make the payment they can go ahead and turn the benefits back on. But I don't know what she would like to know. Okay. He said not at this time. Thank you.

Speaker speaker_0: No problem. Thank you.

Speaker speaker_1: Mm, bye-bye.