

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits on a Card. This is Brenda speaking. How may I help you? Hi, this is Ayodami Ojo. I could barely hear you. Can you hear me? Yeah, better. This is Ayodami Ojo. Okay. How are you? Good, and you? I'm good. Um, I'm calling because I've been having issue with this, a bill that, uh, was not paid, and now they send me a collection, uh, that's put to pay the, the bill that was supposed to be for preventive. I called before, they told me the provider supposed to... used the wrong code, which has been sorted with the provider, but the bill is still not paid. Okay. May I have the last four digits of your social? 2103. And the staffing agency you work for? Ako. Miss Ojo, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? 215 Island Boulevard, New Castle, Delaware, unit A1, 19720. And, uh, what's the next? Date of birth? 2/20/70. Mm-hmm. Thank you. We have a phone number on file, 484-620-2834, and your email- That's correct, Ojo. Mm-hmm. Mm-hmm. Yeah. Right. So... Let me see here. And when was the date of service? Um, it was, uh, 5 something. Let me see. Hold on, let me see the actual date. 5/18/24. 5... Yes, 18/24. Okay. And is this... Mm... It says you have to stay healthy. Is this was for preventive care? Yes. Do you support anything- I, I, I want, um, off the component. What's their name? Can you say again the name? Is it Dr. Yazdani? I could, I could barely hear him. Dr. Yazdani. Um, oh, hold on. I'm trying to find the actua- the correct name for this provider. Well, I, I, I mean, I won't be able to help you with the claim. I'm just trying to find as much as information, 'cause we do not process- Okay. ... the claims. It's just to get you to the right department. OK, it's, uh- Where are we? ... Dr. Yazdani. That's the c- I call and they gave me this office. The member service gave me this office when I was trying to look for a provider to make sure I'm using provider that is under the, the plan. And they gave me this address- Okay. ... and the phone number. So I connected with it. All right. No problem. Just bear with me. Okay.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Brenda speaking. How may I help you?

Speaker speaker_1: Hi, this is Ayodami Ojo.

Speaker speaker_0: I could barely hear you.

Speaker speaker_1: Can you hear me?

Speaker speaker_0: Yeah, better.

Speaker speaker_1: This is Ayodami Ojo.

Speaker speaker_0: Okay.

Speaker speaker_1: How are you?

Speaker speaker_0: Good, and you?

Speaker speaker_1: I'm good. Um, I'm calling because I've been having issue with this, a bill that, uh, was not paid, and now they send me a collection, uh, that's put to pay the, the bill that was supposed to be for preventive. I called before, they told me the provider supposed to... used the wrong code, which has been sorted with the provider, but the bill is still not paid.

Speaker speaker_0: Okay. May I have the last four digits of your social?

Speaker speaker_1: 2103.

Speaker speaker_0: And the staffing agency you work for?

Speaker speaker_1: Ako.

Speaker speaker_0: Miss Ojo, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: 215 Island Boulevard, New Castle, Delaware, unit A1, 19720. And, uh, what's the next?

Speaker speaker_0: Date of birth?

Speaker speaker_1: 2/20/70.

Speaker speaker_0: Mm-hmm. Thank you. We have a phone number on file, 484-620-2834, and your email-

Speaker speaker_1: That's correct, Ojo.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Mm-hmm. Yeah.

Speaker speaker_0: Right. So... Let me see here. And when was the date of service?

Speaker speaker_1: Um, it was, uh, 5 something. Let me see. Hold on, let me see the actual date. 5/18/24.

Speaker speaker_0: 5...

Speaker speaker_1: Yes, 18/24.

Speaker speaker_0: Okay. And is this... Mm... It says you have to stay healthy. Is this was for preventive care?

Speaker speaker_1: Yes.

Speaker speaker_0: Do you support anything-

Speaker speaker_1: I, I, I want, um, off the component. What's their name? Can you say again the name? Is it Dr. Yazdani?

Speaker speaker_0: I could, I could barely hear him.

Speaker speaker_1: Dr. Yazdani. Um, oh, hold on. I'm trying to find the actua- the correct name for this provider.

Speaker speaker_0: Well, I, I, I mean, I won't be able to help you with the claim. I'm just trying to find as much as information, 'cause we do not process-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the claims. It's just to get you to the right department.

Speaker speaker_1: OK, it's, uh-

Speaker speaker_0: Where are we?

Speaker speaker_1: ... Dr. Yazdani. That's the c- I call and they gave me this office. The member service gave me this office when I was trying to look for a provider to make sure I'm using provider that is under the, the plan. And they gave me this address-

Speaker speaker_0: Okay.

Speaker speaker_1: ... and the phone number. So I connected with it.

Speaker speaker_0: All right. No problem. Just bear with me.

Speaker speaker_1: Okay.