

Transcript: Pamela

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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 Pamela speaking. How may I help you? Hi. Um, I had, uh, my annual recently in December, and for some reason it's showing on, on my insurance side that I didn't have coverage. And I just wanted to check with you, do, uh, do I need to, like, call the insurance company directly? Okay. Actually, I hear you well. Can you repeat that for me please? So, um, I had an annual physical exam with my- Mm-hmm. ... women's health doctor, and, uh, apparently 90 degrees or the insurance that I'm covered, uh, under now rejected it saying that I wasn't covered. But I, on the online system through whatever Clinical Staffing, Benefits and a Card, it shows that I was covered. So I'm not sure what's going on. Okay. So we do not process the claim. I will go ahead and transfer you to the correct, um, department, which is, uh, at, uh, the carrier, and they will let you know why was the reason why. Okay, so the carrier, is it, is it 90 degrees? Yes. You gotta d- Okay. ... dial, when you dial their number, you gotta do option one. Option one, got you. Okay, I appreciate it. Thank you for transferring me. No problem. Just bear with me. My god. Oh. Oh, shit. Oh, isn't that just the face I knew? Oh wow. This is actually kind of nice. Wow. Okay. Hello? Okay.

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 Pamela speaking. How may I help you?

Speaker speaker_2: Hi. Um, I had, uh, my annual recently in December, and for some reason it's showing on, on my insurance side that I didn't have coverage. And I just wanted to check with you, do, uh, do I need to, like, call the insurance company directly?

Speaker speaker_1: Okay. Actually, I hear you well. Can you repeat that for me please?

Speaker speaker_2: So, um, I had an annual physical exam with my-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... women's health doctor, and, uh, apparently 90 degrees or the insurance that I'm covered, uh, under now rejected it saying that I wasn't covered. But I, on the online system through whatever Clinical Staffing, Benefits and a Card, it shows that I was covered. So I'm not sure what's going on.

Speaker speaker_1: Okay. So we do not process the claim. I will go ahead and transfer you to the correct, um, department, which is, uh, at, uh, the carrier, and they will let you know why was the reason why.

Speaker speaker_2: Okay, so the carrier, is it, is it 90 degrees?

Speaker speaker_1: Yes. You gotta d-

Speaker speaker_2: Okay.

Speaker speaker_1: ... dial, when you dial their number, you gotta do option one.

Speaker speaker_2: Option one, got you. Okay, I appreciate it. Thank you for transferring me.

Speaker speaker_1: No problem. Just bear with me.

Speaker speaker_2: My god. Oh. Oh, shit.

Speaker speaker_3: Oh, isn't that just the face I knew? Oh wow. This is actually kind of nice. Wow. Okay. Hello? Okay.