

Transcript: Pearl

Rojas-4854240930480128-6502236457844736

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits... ■■■■. You're speaking with... Hi, this is Mike and I'm, I'm calling from Providence Medical Foundation. I'm looking for the claims status. Can you please help me with that? All righty. And you said you're calling from Providence... Medical Foundation. Okay. And what's the name of the member? Uh, of course. The name of this member is, uh, it's Rudy, it's... First name is R as in Romeo, U as in umbrella, D as in delta, Y as in yellow. Last name is R as in Romeo, O as in Oscar, D as in delta, R as in Romeo, I as in India, D as in golf, U as in umbrella, E as in Edward, Z as in zulu. All righty. And date of birth? Uh, 11-18-1982. It's November 18th, 1982. All righty. And what is the date of service? Uh, I have claim number if you need that. Uh, could you provide me with a date of service, please? Sure thing. Uh, it's May 16, '24. Bill amount, 493. There is no bill amount. Okay. So I do have the member with active medical coverage. Let me go ahead and transfer you over to an insurance carrier. Uh, can you please, uh, confirm me why the claim is denied? Can you please confirm me the denial reason for this claim? That's why I meant is transf- you over to an insurance carrier. Sure. Thank you. Have a great day.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits... ■■■■. You're speaking with...

Speaker speaker_2: Hi, this is Mike and I'm, I'm calling from Providence Medical Foundation. I'm looking for the claims status. Can you please help me with that?

Speaker speaker_1: All righty. And you said you're calling from Providence...

Speaker speaker_2: Medical Foundation.

Speaker speaker_1: Okay. And what's the name of the member?

Speaker speaker_2: Uh, of course. The name of this member is, uh, it's Rudy, it's... First name is R as in Romeo, U as in umbrella, D as in delta, Y as in yellow. Last name is R as in Romeo, O as in Oscar, D as in delta, R as in Romeo, I as in India, D as in golf, U as in umbrella, E as in Edward, Z as in zulu.

Speaker speaker_1: All righty. And date of birth?

Speaker speaker_2: Uh, 11-18-1982. It's November 18th, 1982.

Speaker speaker_1: All righty. And what is the date of service?

Speaker speaker_2: Uh, I have claim number if you need that.

Speaker speaker_1: Uh, could you provide me with a date of service, please?

Speaker speaker_2: Sure thing. Uh, it's May 16, '24. Bill amount, 493.

Speaker speaker_1: There is no bill amount. Okay. So I do have the member with active medical coverage. Let me go ahead and transfer you over to an insurance carrier.

Speaker speaker_2: Uh, can you please, uh, confirm me why the claim is denied? Can you please confirm me the denial reason for this claim?

Speaker speaker_1: That's why I meant is transf- you over to an insurance carrier.

Speaker speaker_2: Sure. Thank you.

Speaker speaker_1: Have a great day.