

Transcript: Pearl

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Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl *f*. Who's speaking with? Yes. Uh, this is Sammy. I'm calling from the provider office to check the benefits. And what's the name of the member? It's, uh, Jared Smith. Uh, G as in Georgia, A as in Apple, R as in Robert, R as in Robert, E as in Edward, T as in Tango, T as in Tango. And Smith, the last name is Smith. S as in Sam, M as in Mary, I as in India, T as in Tango, H as in Henry. All righty. And what is the date of birth? Uh, March 6th, 1993. 6/6/1993. Give me one moment. Okay. And, uh, what is the date of service? Uh, like, I don't have a date of service. I have to verify this insurance, like it is an active and what is the benefits, uh, for the mental health, like office visit. Okay. So the coverage is active for the member. These are week-to-week basis, um, coverage. At the moment- Mm-hmm. ... the coverage is active until the 4th of May. As far as mental health- Mm-hmm. ... benefits, I would have to transfer you to the carrier to verify that information. Okay. And what is the benefits, like, uh, and, uh, for this member, like any copay, coinsurance, anything else? No. It is preventative health, and the preventative health visits are covered at 100% as long as they're in a qualified network. Right. In the qualified network. Okay. Cover is 100%, right? On preventative health visits. Uh, m- mental and behavioral health- Okay. ... you would have to, to confirm with the- Yes. ... insurance carrier. Okay. For the mental, uh, uh, we need to talk insurance behavior, right? Yes. So is it possible you can transfer- Of course. ... to that department. Is your name Sammy? Yes, Sammy. All right. And where are you calling from? I'm calling from the provider office back, uh, it's Marian Curtis. All righty. I'll go ahead and get you transferred over. Thank you so much for calling. You have a great day. You, too.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl *f*. Who's speaking with?

Speaker speaker_1: Yes. Uh, this is Sammy. I'm calling from the provider office to check the benefits.

Speaker speaker_0: And what's the name of the member?

Speaker speaker_1: It's, uh, Jared Smith. Uh, G as in Georgia, A as in Apple, R as in Robert, R as in Robert, E as in Edward, T as in Tango, T as in Tango. And Smith, the last name is Smith. S as in Sam, M as in Mary, I as in India, T as in Tango, H as in Henry.

Speaker speaker_0: All righty. And what is the date of birth?

Speaker speaker_1: Uh, March 6th, 1993.

Speaker speaker_0: 6/6/1993. Give me one moment. Okay. And, uh, what is the date of service?

Speaker speaker_1: Uh, like, I don't have a date of service. I have to verify this insurance, like it is an active and what is the benefits, uh, for the mental health, like office visit.

Speaker speaker_0: Okay. So the coverage is active for the member. These are week-to-week basis, um, coverage. At the moment-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the coverage is active until the 4th of May. As far as mental health-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... benefits, I would have to transfer you to the carrier to verify that information.

Speaker speaker_1: Okay. And what is the benefits, like, uh, and, uh, for this member, like any copay, coinsurance, anything else?

Speaker speaker_0: No. It is preventative health, and the preventative health visits are covered at 100% as long as they're in a qualified network.

Speaker speaker_1: Right.

Speaker speaker_0: In the qualified network.

Speaker speaker_1: Okay. Cover is 100%, right?

Speaker speaker_0: On preventative health visits. Uh, m- mental and behavioral health-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you would have to, to confirm with the-

Speaker speaker_1: Yes.

Speaker speaker_0: ... insurance carrier.

Speaker speaker_1: Okay. For the mental, uh, uh, we need to talk insurance behavior, right?

Speaker speaker_0: Yes.

Speaker speaker_1: So is it possible you can transfer-

Speaker speaker_0: Of course.

Speaker speaker_1: ... to that department.

Speaker speaker_0: Is your name Sammy?

Speaker speaker_1: Yes, Sammy.

Speaker speaker_0: All right. And where are you calling from?

Speaker speaker_1: I'm calling from the provider office back, uh, it's Marian Curtis.

Speaker speaker_0: All righty. I'll go ahead and get you transferred over. Thank you so much for calling. You have a great day.

Speaker speaker_1: You, too.