

Transcript: Pearl

Rojas-5123076495163392-5035419635204096

Full Transcript

Good morning. Thank you for calling Benefits 000 and a Card. My name is Pearl. Who do I have the pleasure of speaking with? My name is Tina and I'm calling from the University of Mississippi Medical Center, and I was trying to verify coverage for a patient, or do y'all just send maybe a fax or something? Um, I could definitely confirm whether the member had active coverage and what kind of coverage they had. Okay, thank you. And you said you're from the University of Mississippi Medical Center? Yes, ma'am. And your name is Tina? Yes. Okay. What is the member's name? Javarius Jackson. Date of birth? 03/08/1999. Okay. Let me see if I didn't butcher that first name. The first name is J-A-V-A-R-I-O-U-S? J-E-R-V-A-R-I-O-U-S. Okay 03/08/1999. Okay. And what's the date of service? Uh, today. And what kind of appointment is this? Medical. Okay. Do you have the number with active medical coverage for today? I can get you over to the insurance carrier and you can verify, um, specific details about his coverage if you need. Okay. Yes, ma'am. Thank you. No problem. Thank you so much for calling. You have a great day. You're welcome. You as well.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits 000 and a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: My name is Tina and I'm calling from the University of Mississippi Medical Center, and I was trying to verify coverage for a patient, or do y'all just send maybe a fax or something?

Speaker speaker_0: Um, I could definitely confirm whether the member had active coverage and what kind of coverage they had.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: And you said you're from the University of Mississippi Medical Center?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And your name is Tina?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. What is the member's name?

Speaker speaker_1: Javarius Jackson.

Speaker speaker_0: Date of birth?

Speaker speaker_1: 03/08/1999.

Speaker speaker_0: Okay. Let me see if I didn't butcher that first name. The first name is J-A-V-A-R-I-O-U-S?

Speaker speaker_1: J-E-R-V-A-R-I-O-U-S.

Speaker speaker_0: Okay 03/08/1999. Okay. And what's the date of service?

Speaker speaker_1: Uh, today.

Speaker speaker_0: And what kind of appointment is this?

Speaker speaker_1: Medical.

Speaker speaker_0: Okay. Do you have the number with active medical coverage for today? I can get you over to the insurance carrier and you can verify, um, specific details about his coverage if you need.

Speaker speaker_1: Okay. Yes, ma'am. Thank you.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: You're welcome. You as well.