

Transcript: Pearl

Rojas-5227839995953152-6063713998520320

Full Transcript

Hi. Good morning. Only benefits ... card. My name is Pearl. Can I help you? I'm sorry. I can't understand what you're saying. You're going in and out. Hi. My name is Pearl. Who are you calling from? I'm calling from MGC Neurosurgery Wood Street. Um, I was calling to see if you could help me verify a member. Oh. Yeah. We handle everything for them. And you still have Aetna Medicare? Yeah. Okay. It shows you have a \$25 co-pay. Okay. What's the name of the member? It is Walter Wilkins. So they want you to use your card? Thank you. Okay. You're welcome. And just insert or swipe it. You don't have tap? You can tap it, it's on the, behind it, yeah. Wilkins. W-I-L-K-I-N-S? Yes. And then Walter. W-A-L-T-E-R. Because we paid the co-pay last week. I'm sorry, I didn't hear what you said. No, not Walter. W-A-L-T-E-R. Yes, ma'am. Do you know if that's a policyholder dependent? Uh, it says he's an employee so I'm assuming he's a policyholder. It's not showing an account with his name. Got you. Hmm. Um, on the card does it have the name of the staff agency? Oh, oh. It may be Wayne Wilkins. I think Wayne's his middle name maybe but it's the one that's on the insurance card. Yeah. Yeah, we can go, you know. Yeah. I appreciate your help. Okay, you're welcome. It's February 2nd, 1963. All right. Let me get that arranged here. Do you know what state it is in? You said what city is it? The state. The state. South Carolina. Oh. This should be his own. And what's the date of birth? It will be next Monday, May 19th. I don't have the number with access with coverage at all. Mm-hmm. Okay. Yeah, they're not enrolled in coverage at all. Okay. Hmm. That's weird. Let me get one more thing. Can you like see if they have ever been or? Yeah, of course. So they did have coverage there at one point. It looks like it was a preventative health plan. Yeah, they had preventative health from January of 2025. It was active, active until March but it didn't cancel out until May 4th. Okay. All right. Thank you. No problem. Thank you for calling. Have a great day. You too. Thank you. Bye.

Conversation Format

Speaker speaker_0: Hi. Good morning. Only benefits ... card. My name is Pearl. Can I help you?

Speaker speaker_1: I'm sorry. I can't understand what you're saying. You're going in and out.

Speaker speaker_0: Hi. My name is Pearl.

Speaker speaker_1: Who are you calling from?

Speaker speaker_0: I'm calling from MGC Neurosurgery Wood Street. Um, I was calling to see if you could help me verify a member.

Speaker speaker_1: Oh. Yeah. We handle everything for them. And you still have Aetna Medicare?

Speaker speaker_0: Yeah.

Speaker speaker_1: Okay. It shows you have a \$25 co-pay.

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

Speaker speaker_1: It is Walter Wilkins.

Speaker speaker_0: So they want you to use your card? Thank you. Okay.

Speaker speaker_1: You're welcome. And just insert or swipe it.

Speaker speaker_0: You don't have tap?

Speaker speaker_1: You can tap it, it's on the, behind it, yeah.

Speaker speaker_0: Wilkins. W-I-L-K-I-N-S?

Speaker speaker_1: Yes.

Speaker speaker_0: And then Walter. W-A-L-T-E-R. Because we paid the co-pay last week.

Speaker speaker_1: I'm sorry, I didn't hear what you said.

Speaker speaker_0: No, not Walter. W-A-L-T-E-R.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Do you know if that's a policyholder dependent?

Speaker speaker_1: Uh, it says he's an employee so I'm assuming he's a policyholder.

Speaker speaker_0: It's not showing an account with his name. Got you.

Speaker speaker_1: Hmm.

Speaker speaker_0: Um, on the card does it have the name of the staff agency?

Speaker speaker_1: Oh, oh. It may be Wayne Wilkins. I think Wayne's his middle name maybe but it's the one that's on the insurance card. Yeah.

Speaker speaker_0: Yeah, we can go, you know.

Speaker speaker_1: Yeah.

Speaker speaker_0: I appreciate your help. Okay, you're welcome.

Speaker speaker_1: It's February 2nd, 1963.

Speaker speaker_0: All right. Let me get that arranged here. Do you know what state it is in?

Speaker speaker_1: You said what city is it?

Speaker speaker_0: The state. The state.

Speaker speaker_1: South Carolina.

Speaker speaker_0: Oh. This should be his own. And what's the date of birth?

Speaker speaker_1: It will be next Monday, May 19th.

Speaker speaker_0: I don't have the number with access with coverage at all.

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_0: Yeah, they're not enrolled in coverage at all.

Speaker speaker_1: Okay. Hmm. That's weird.

Speaker speaker_0: Let me get one more thing.

Speaker speaker_1: Can you like see if they have ever been or?

Speaker speaker_0: Yeah, of course. So they did have coverage there at one point. It looks like it was a preventative health plan. Yeah, they had preventative health from January of 2025. It was active, active until March but it didn't cancel out until May 4th.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: No problem. Thank you for calling. Have a great day.

Speaker speaker_1: You too. Thank you. Bye.