

Transcript: Pearl

Rojas-5397425724506112-6127424572145664

Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Stouffer, a pleasure speaking with... Uh, hi. My name, my name is Sam, calling from provider office just to check on the claim status. Mm-hmm. And what's the name of the member? Uh, the first name, it is, uh, C-H-E-R-Y-L and the last name, it is S-C-O-U-F-F-E-R. The date of birth is September 18 of 1972. Okay. Bear with me. Okay. You, you said the last name is S-C-O-U-F-F-E-R? Yes. Hello? Yes, ma'am. Okay. Do you know if that's a dependent or the policyholder? I'm, I'm sorry. Just one second. Uh, he is a policy holder. He is not a dependent. I'm not showing an account with that name. Uh, a guess, can you spell the first name and the last name? First, you said that first name... Give me one second. C-H-E-R-Y-L-L? No, only it's Y-L. C-H-E-R-Y-L. And, and the last name is S-C-O-U-F-F-E-R, correct? No, no. It is S like Sam, T like tango, O like Oscar, U uniform, F like friend, again F like friend, E echo, R like Romeo. I am not seeing an account with that name. You don't see? There is no claim. Okay. Actually, bear with me. Let's see. F-E-A-R, okay. F-E-A-R. And what is the date of service? Uh, it is September 1st of 2024. September 1st of '24? Yes. Hello? Yes, ma'am. Let's see. Ready for that date, I do have a member with active medical coverage. Let me get you over to the insurance carrier so you can confirm that status, okay? Okay.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Stouffer, a pleasure speaking with...

Speaker speaker_1: Uh, hi. My name, my name is Sam, calling from provider office just to check on the claim status.

Speaker speaker_0: Mm-hmm. And what's the name of the member?

Speaker speaker_1: Uh, the first name, it is, uh, C-H-E-R-Y-L and the last name, it is S-C-O-U-F-F-E-R. The date of birth is September 18 of 1972.

Speaker speaker_0: Okay. Bear with me. Okay. You, you said the last name is S-C-O-U-F-F-E-R?

Speaker speaker_1: Yes.

Speaker speaker_0: Hello?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Do you know if that's a dependent or the policyholder?

Speaker speaker_1: I'm, I'm sorry. Just one second. Uh, he is a policy holder. He is not a dependent.

Speaker speaker_0: I'm not showing an account with that name.

Speaker speaker_1: Uh, a guess, can you spell the first name and the last name?

Speaker speaker_0: First, you said that first name... Give me one second. C-H-E-R-Y-L-L?

Speaker speaker_1: No, only it's Y-L. C-H-E-R-Y-L.

Speaker speaker_0: And, and the last name is S-C-O-U-F-F-E-R, correct?

Speaker speaker_1: No, no. It is S like Sam, T like tango, O like Oscar, U uniform, F like friend, again F like friend, E echo, R like Romeo.

Speaker speaker_0: I am not seeing an account with that name.

Speaker speaker_1: You don't see? There is no claim.

Speaker speaker_0: Okay. Actually, bear with me. Let's see. F-E-A-R, okay. F-E-A-R. And what is the date of service?

Speaker speaker_1: Uh, it is September 1st of 2024.

Speaker speaker_0: September 1st of '24?

Speaker speaker_1: Yes.

Speaker speaker_0: Hello?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Let's see. Ready for that date, I do have a member with active medical coverage. Let me get you over to the insurance carrier so you can confirm that status, okay?

Speaker speaker_1: Okay.