

Transcript: Pearl

Rojas-5675740782837760-5797583770533888

Full Transcript

Hi, good morning. Thank you for calling Benefits and a Card. My name is Pearl, and who I have the pleasure of speaking with? My name is Jack. Last name initial is an Alpha. Calling from the provider's office to know the patient eligibility and benefits. Okay, and what's the member's name? Member's name? Yes, sir. Hall Michelle. Hal, H-A-L-L, or H-A-L, sorry. H-A-L-L, Hall. H-A-L-L, okay. A as in Michelle. Okay, spell that last name for me. M like Mary, I like India, C like Charlie, H like hotel, E like echo, L like lima, L like lima, E like echo. I'm not showing an account with that name. Do you know if that's a dependent or if that's a policyholder? Policyholder, ma'am. Hall Michelle. I have the policy number. The policy number won't work for me. Um, I can't pull... I don't have account with that name. Do you know what- Ma'am. ... the insurance carrier is? Yes, ma'am, American Public Life Insurance Company. Okay, if you'd like I can get you over to them so you can make an account. Ma'am, I took benefits right now, ma'am, but I forgot to take the provider network status. That's why again I called. Okay, you spoke with somebody already, but bear with me one moment. Just now, a few sec... few seconds ago. I took everything, benefits for office visit, but I forgot to take the network status of the provider. Okay, and you said that first name is H-A-L-L, correct? Yes. In previous call also same, first of all, a provider lift the call and took the name and then transferred to another representative. They gave the benefits. What is the date of birth? The date of birth is... I have the date of birth. December 31st of 1974. Mm. Okay, bear with me one moment. Let me see. So, is the first name Hall or is the first name Michelle? The last name is Hall, ma'am. Sorry, that is my mistake. Last name Hall, H-A-L-L. That's why I couldn't get- The first name is Michelle. Twelve, let's see. And the birth date is 12... December 31st, 1974. Okay, here we are. And I'm sorry, what, what information did you need? Eligibility and benefits, ma'am. I took the eligibility and benefits, just I need the network status of the provider. You need the network of the provider? In network or out of network, ma'am. So with her, with her medical plan, she's not required to see a doctor in any, any network. She just has to make sure that the doctor's office accepts the insurance. Okay, okay, okay. You mean the network status is not required for this patient plan? Correct. There's not a network requirement. The doctor's office just have to accept that, this type of insurance. Okay, okay. Mm, thank you, ma'am. Thank you for giving me this information. Have a nice day and I say talk to you, bye. You as well. Thank you so much for calling.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits and a Card. My name is Pearl, and who I have the pleasure of speaking with?

Speaker speaker_1: My name is Jack. Last name initial is an Alpha. Calling from the provider's office to know the patient eligibility and benefits.

Speaker speaker_0: Okay, and what's the member's name?

Speaker speaker_1: Member's name?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Hall Michelle.

Speaker speaker_0: Hal, H-A-L-L, or H-A-L, sorry.

Speaker speaker_1: H-A-L-L, Hall.

Speaker speaker_0: H-A-L-L, okay. A as in Michelle. Okay, spell that last name for me.

Speaker speaker_1: M like Mary, I like India, C like Charlie, H like hotel, E like echo, L like lima, L like lima, E like echo.

Speaker speaker_0: I'm not showing an account with that name. Do you know if that's a dependent or if that's a policyholder?

Speaker speaker_1: Policyholder, ma'am. Hall Michelle. I have the policy number.

Speaker speaker_0: The policy number won't work for me. Um, I can't pull... I don't have account with that name. Do you know what-

Speaker speaker_1: Ma'am.

Speaker speaker_0: ... the insurance carrier is?

Speaker speaker_1: Yes, ma'am, American Public Life Insurance Company.

Speaker speaker_0: Okay, if you'd like I can get you over to them so you can make an account.

Speaker speaker_1: Ma'am, I took benefits right now, ma'am, but I forgot to take the provider network status. That's why again I called.

Speaker speaker_0: Okay, you spoke with somebody already, but bear with me one moment.

Speaker speaker_1: Just now, a few sec... few seconds ago. I took everything, benefits for office visit, but I forgot to take the network status of the provider.

Speaker speaker_0: Okay, and you said that first name is H-A-L-L, correct?

Speaker speaker_1: Yes. In previous call also same, first of all, a provider lift the call and took the name and then transferred to another representative. They gave the benefits.

Speaker speaker_0: What is the date of birth?

Speaker speaker_1: The date of birth is... I have the date of birth. December 31st of 1974.

Speaker speaker_0: Mm. Okay, bear with me one moment. Let me see. So, is the first name Hall or is the first name Michelle?

Speaker speaker_1: The last name is Hall, ma'am. Sorry, that is my mistake. Last name Hall, H-A-L-L.

Speaker speaker_0: That's why I couldn't get-

Speaker speaker_1: The first name is Michelle.

Speaker speaker_0: Twelve, let's see. And the birth date is 12...

Speaker speaker_1: December 31st, 1974.

Speaker speaker_0: Okay, here we are. And I'm sorry, what, what information did you need?

Speaker speaker_1: Eligibility and benefits, ma'am. I took the eligibility and benefits, just I need the network status of the provider.

Speaker speaker_0: You need the network of the provider?

Speaker speaker_1: In network or out of network, ma'am.

Speaker speaker_0: So with her, with her medical plan, she's not required to see a doctor in any, any network. She just has to make sure that the doctor's office accepts the insurance.

Speaker speaker_1: Okay, okay, okay. You mean the network status is not required for this patient plan?

Speaker speaker_0: Correct. There's not a network requirement. The doctor's office just have to accept that, this type of insurance.

Speaker speaker_1: Okay, okay. Mm, thank you, ma'am. Thank you for giving me this information. Have a nice day and I say talk to you, bye.

Speaker speaker_0: You as well. Thank you so much for calling.