

Transcript: Pearl

Rojas-5716594572443648-5340566226255872

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl speaking with. Hi, Pearl, my name's Michelle. How can I assist you? Um, I'm actually calling from a doctor's office. Um, a patient gave us this information for, um, their insurance and I'm trying to see if a certain CPT code or procedure would need prior authorization. Okay. I'm sorry, you said your name was Michelle? Yes. Uh-huh. Okay. What's the name of the- name of the member? It is John Reid. R-E-E-D? R-E-I-D. Sorry. You're fine. Date of birth? Um, April 6th, 1962. 4/6/62. I'm not showing an account with that. Do you know if he's the primary c- uh, the policy holder or a dependent? No. I'm sure he's the policy holder. I'm not showing an account with his name. I have an... I have a policy number. Can you look up by that? No. That's, that was for the insurance carrier. Um, did the card have a name or did he tell you the name of the insurance carrier? Yeah. So, um, he spoke with someone else, but she put Allstate Benefit Plan. Allstate Benefit Plan. No. Because we work with American Public Life and we work with 93 Benefits. Um... Okay. And I'm not sure- I'll have her call the patient back. That's okay. Yeah, I think it just- I'll have her call the patient back. Okay. Thank you. Thank you. Oh, bye-bye, Michelle. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl speaking with.

Speaker speaker_2: Hi, Pearl, my name's Michelle.

Speaker speaker_1: How can I assist you?

Speaker speaker_2: Um, I'm actually calling from a doctor's office. Um, a patient gave us this information for, um, their insurance and I'm trying to see if a certain CPT code or procedure would need prior authorization.

Speaker speaker_1: Okay. I'm sorry, you said your name was Michelle?

Speaker speaker_2: Yes. Uh-huh.

Speaker speaker_1: Okay. What's the name of the- name of the member?

Speaker speaker_2: It is John Reid.

Speaker speaker_1: R-E-E-D?

Speaker speaker_2: R-E-I-D. Sorry.

Speaker speaker_1: You're fine. Date of birth?

Speaker speaker_2: Um, April 6th, 1962.

Speaker speaker_1: 4/6/62. I'm not showing an account with that. Do you know if he's the primary c- uh, the policy holder or a dependent?

Speaker speaker_2: No. I'm sure he's the policy holder.

Speaker speaker_1: I'm not showing an account with his name.

Speaker speaker_2: I have an... I have a policy number. Can you look up by that?

Speaker speaker_1: No. That's, that was for the insurance carrier. Um, did the card have a name or did he tell you the name of the insurance carrier?

Speaker speaker_2: Yeah. So, um, he spoke with someone else, but she put Allstate Benefit Plan.

Speaker speaker_1: Allstate Benefit Plan. No. Because we work with American Public Life and we work with 93 Benefits. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: And I'm not sure-

Speaker speaker_2: I'll have her call the patient back. That's okay.

Speaker speaker_1: Yeah, I think it just-

Speaker speaker_2: I'll have her call the patient back.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_2: Thank you.

Speaker speaker_1: Oh, bye-bye, Michelle.

Speaker speaker_2: Bye-bye.