

Transcript: Pearl

Rojas-6063325318004736-5090259809124352

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ■... who knows what she's speaking with. Hi Pearl, my name is Janie. My last initial is Y. How can I assist you? I'm calling to see if a member has mental health outpatient coverage in a facility? Okay. What's the name of the member? Um, Elizabeth Glander, G-l-a-n-d-e-r, and her date of birth is April 24, 1992. And if we're in network, which I'm sure we are not. Okay, you said 04-24-92? Uh, 04-24-92, right. Okay. The member does have mental and behavioral health coverage. Let me make sure she ■... In a facility? Um, let me confirm that. Give me one second. Yeah. Okay. It is, um, virtual. Virtual only? From what I can see here, it is. If you'd like, I can get you over to the insurance carrier to confirm. Wa- uh, I'm sorry, what did you say? From what I can see from the information that we have, it, it says virtual. Right. Um, via telephone or video. But if you'd like, I can get you over to the carrier to confirm. Okay. I'll do... Sure. All righty. I'll go ahead and get your transfer over. Thank you so much for calling today. Okay. Thank you.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ■... who knows what she's speaking with.

Speaker speaker_1: Hi Pearl, my name is Janie. My last initial is Y.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: I'm calling to see if a member has mental health outpatient coverage in a facility?

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

Speaker speaker_1: Um, Elizabeth Glander, G-l-a-n-d-e-r, and her date of birth is April 24, 1992. And if we're in network, which I'm sure we are not.

Speaker speaker_0: Okay, you said 04-24-92?

Speaker speaker_1: Uh, 04-24-92, right.

Speaker speaker_0: Okay. The member does have mental and behavioral health coverage. Let me make sure she ■...

Speaker speaker_1: In a facility?

Speaker speaker_0: Um, let me confirm that. Give me one second.

Speaker speaker_1: Yeah. Okay.

Speaker speaker_0: It is, um, virtual.

Speaker speaker_1: Virtual only?

Speaker speaker_0: From what I can see here, it is. If you'd like, I can get you over to the insurance carrier to confirm.

Speaker speaker_1: Wa- uh, I'm sorry, what did you say?

Speaker speaker_0: From what I can see from the information that we have, it, it says virtual.

Speaker speaker_1: Right.

Speaker speaker_0: Um, via telephone or video. But if you'd like, I can get you over to the carrier to confirm.

Speaker speaker_1: Okay. I'll do... Sure.

Speaker speaker_0: All righty. I'll go ahead and get your transfer over. Thank you so much for calling today.

Speaker speaker_1: Okay. Thank you.