Transcript: Pearl Rojas-6138603440357376-5342628996104192

Full Transcript

Can I get a... Good morning, thank you for calling about a Pacifica card. My name is Pearl. I'm gonna put you speaking with- Hey, this is Max calling from provider's office looking for patient bill status and please don't transfer my call to AH, APH, or APL sorry, because they- I'm sorry, you- ... are not- Sir, you sound really static-y. I'm sorry, you sound really static-y. Can you repeat that? What's your name? Okay. My name is, my name is Max, calling from provider's office. And I am looking for patient claim status. Okay, what's the name of the member? Member's name is Graceford Ryan. Repeat that for me. Graceford Ryan. The last name is Ryan? No, Graceford. I'm sorry, I can, I can barely understand you. You sound really static-y. Spell the first name for me. The first name is Ryan. R as in Romeo, Y as in Yankee, A as in Alpha, N as in Nancy. And the last name? Last name's G as in garden, R as in Romeo, I as in Indiana, S as in Sam, W as in wiw, W as in whiskey, O as in Oscar, D as in delta. And the member's date of birth? Member's date of birth is November 6th, 1981. Okay. And what's the date of coverage? I mean the date of service- Date of coverage- Sorry, the date of service. The date. The date of service is November 22, 2024. Okay, I don't have the member with active coverage for that date. And did, did you receive any claim for that date s- date of service? He has no coverage. There wasn't, there isn't... He's never been enrolled in coverage so there's n-, there's nowhere to send the claim to. You guys would have sent it somewhere, but he has no coverage, so I don't know where you sent it. There's no way for me to transfer you anywhere to see if that claim is in, in process. Uh... Okay, but I have the card for that patient stating that the effective date for that coverage is from June 27, 2022. The only account that I'm pulling up with that name and date of birth does not have an enrollment on it. Yes? Uh, okay then, uh, what's your name? Pearl. And can I get the call reference number? Of course. It's Pearl R050225. Pearl R050225. Pearl R050225. Mm-hmm. Oh, okay. Thank you so much. No problem. Thank you so much for calling. You have a great day. Have a great day too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Can I get a... Good morning, thank you for calling about a Pacifica card. My name is Pearl. I'm gonna put you speaking with-

Speaker speaker_1: Hey, this is Max calling from provider's office looking for patient bill status and please don't transfer my call to AH, APH, or APL sorry, because they-

Speaker speaker_0: I'm sorry, you-

Speaker speaker_1: ... are not-

Speaker speaker_0: Sir, you sound really static-y. I'm sorry, you sound really static-y. Can you repeat that? What's your name?

Speaker speaker_1: Okay. My name is, my name is Max, calling from provider's office. And I am looking for patient claim status.

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

Speaker speaker_1: Member's name is Graceford Ryan.

Speaker speaker_0: Repeat that for me.

Speaker speaker_1: Graceford Ryan.

Speaker speaker_0: The last name is Ryan?

Speaker speaker_1: No, Graceford.

Speaker speaker_0: I'm sorry, I can, I can barely understand you. You sound really static-y. Spell the first name for me.

Speaker speaker_1: The first name is Ryan. R as in Romeo, Y as in Yankee, A as in Alpha, N as in Nancy.

Speaker speaker_0: And the last name?

Speaker speaker_1: Last name's G as in garden, R as in Romeo, I as in Indiana, S as in Sam, W as in wiw, W as in whiskey, O as in Oscar, D as in delta.

Speaker speaker_0: And the member's date of birth?

Speaker speaker_1: Member's date of birth is November 6th, 1981.

Speaker speaker_0: Okay. And what's the date of coverage? I mean the date of service-

Speaker speaker_1: Date of coverage-

Speaker speaker_0: Sorry, the date of service.

Speaker speaker_1: The date. The date of service is November 22, 2024.

Speaker speaker_0: Okay, I don't have the member with active coverage for that date.

Speaker speaker_1: And did, did you receive any claim for that date s- date of service?

Speaker speaker_0: He has no coverage. There wasn't, there isn't... He's never been enrolled in coverage so there's n-, there's nowhere to send the claim to. You guys would have sent it somewhere, but he has no coverage, so I don't know where you sent it. There's no way for me to transfer you anywhere to see if that claim is in, in process.

Speaker speaker_1: Uh... Okay, but I have the card for that patient stating that the effective date for that coverage is from June 27, 2022.

Speaker speaker_0: The only account that I'm pulling up with that name and date of birth does not have an enrollment on it.

Speaker speaker_1: Yes? Uh, okay then, uh, what's your name?

Speaker speaker_0: Pearl.

Speaker speaker_1: And can I get the call reference number?

Speaker speaker_0: Of course. It's Pearl R050225.

Speaker speaker_1: Pearl R050225. Pearl R050225.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Oh, okay. Thank you so much.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: Have a great day too. Bye-bye.

Speaker speaker_0: Bye-bye.