

Transcript: Pearl

Rojas-6699066622918656-6539199199232000

Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Angelina Dunbar. And how can I assist you? Um, yeah, I was just wondering if this is the correct person to ask, ask about claim status? Um... Uh, so I can... What I can do is I can verify whether the member had active coverage for that s- um, certain date, and if they had the correct coverage they needed. But as far as knowing, um, the status exactly of the claim, you'll have to speak to the insurance carrier. Okay. That'll work. Do you know who, do you know who the insurance carrier is so I can transfer you over? Or, um, did you want me to confirm the information, uh, whether it was active and if they had the right coverage? Yes, please. Okay. What's the name of the member? Do what, I'm sorry? The name of the member? Jacob Scott. Okay. And date of birth? It is 7/11/1989. Okay, so I have two Jacob Scotts with that date of birth. Do you know what staffing agency they were for? Or their address? The address is 17- 175 Nash Drive, Grand Rivers, Kentucky. Grand Rivers, Kentucky. Okay. And what's the date of service? Date of service is 6/12/24. Okay. The member did not have coverage on 6/12/24. All righty. I'm sorry, can you repeat your name for me? My name's Angelina. Okay. Is there anything other I can assist you with today? Um, no. Do you know how... Because on here it says that the insurance company that he's through is Benefits in a Card. So do you know who else would possibly be handling it so I could possibly give them a call? So Benefits in a Card, we're the healthcare administrators who take care of like, the enrollments, cancellations, stuff like that. Um, the only time that he had any coverage was back in 2022 for a month, and it was dental. So there's, uh, there's no one. And then with the staffing agency I see here, um, they only have one healthcare administrator, which is us. So we would be the ones to know what company they're with. And he didn't have any medical or preventative health the time that he's been working with the staffing agency. Okay. All right. Is there anything other I can assist you with? I don't think so. All right. Thank you for letting me know. Can I have your name again, please? Pearl. Thank you.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Angelina Dunbar.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, yeah, I was just wondering if this is the correct person to ask, ask about claim status?

Speaker speaker_0: Um... Uh, so I can... What I can do is I can verify whether the member had active coverage for that s- um, certain date, and if they had the correct coverage they needed. But as far as knowing, um, the status exactly of the claim, you'll have to speak to the insurance carrier.

Speaker speaker_1: Okay. That'll work.

Speaker speaker_0: Do you know who, do you know who the insurance carrier is so I can transfer you over? Or, um, did you want me to confirm the information, uh, whether it was active and if they had the right coverage?

Speaker speaker_1: Yes, please.

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

Speaker speaker_1: Do what, I'm sorry?

Speaker speaker_0: The name of the member?

Speaker speaker_1: Jacob Scott.

Speaker speaker_0: Okay. And date of birth?

Speaker speaker_1: It is 7/11/1989.

Speaker speaker_0: Okay, so I have two Jacob Scotts with that date of birth. Do you know what staffing agency they were for? Or their address?

Speaker speaker_1: The address is 17- 175 Nash Drive, Grand Rivers, Kentucky. Grand Rivers, Kentucky.

Speaker speaker_0: Okay. And what's the date of service?

Speaker speaker_1: Date of service is 6/12/24.

Speaker speaker_0: Okay. The member did not have coverage on 6/12/24.

Speaker speaker_1: All righty.

Speaker speaker_0: I'm sorry, can you repeat your name for me?

Speaker speaker_1: My name's Angelina.

Speaker speaker_0: Okay. Is there anything other I can assist you with today?

Speaker speaker_1: Um, no. Do you know how... Because on here it says that the insurance company that he's through is Benefits in a Card. So do you know who else would possibly be handling it so I could possibly give them a call?

Speaker speaker_0: So Benefits in a Card, we're the healthcare administrators who take care of like, the enrollments, cancellations, stuff like that. Um, the only time that he had any

coverage was back in 2022 for a month, and it was dental. So there's, uh, there's no one. And then with the staffing agency I see here, um, they only have one healthcare administrator, which is us. So we would be the ones to know what company they're with. And he didn't have any medical or preventative health the time that he's been working with the staffing agency.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: Is there anything other I can assist you with?

Speaker speaker_1: I don't think so.

Speaker speaker_0: All right. Thank you for letting me know.

Speaker speaker_1: Can I have your name again, please?

Speaker speaker_0: Pearl.

Speaker speaker_1: Thank you.