

Transcript: Sara

Marulanda-5087746048081920-6515181787496448

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Card. My name is Sarah. May I have your name, please? Hi, my name is Sally. Call to check on a claim status. Hello, Sally. How may I help you? Oh, okay. Um, do you know the name of the temporary agency the patient is working with, or, uh, the patient's first and last name? Uh, yes, I'll go with the patient's first and last name. I'll spell out. It's C, Charlie, A, Alpha, T, Tango, I, Ice Cream, E, Echo. And the last name is D, Delta, O, Oscar, B, Boy again. B, Boy. Yes, ma'am. Okay, 30 doves. And, uh, do you know- Mm-hmm. ... uh, the, that person date of birth? 7-4-1994. Okay. Um, when was the service done? 7-31-2024. Okay, give me just a minute. One second. Did you know what company was that person working with? One moment. Sure. No, I don't have that information. Okay. Um, I only have one. Well, I only can find one file for that person, and, uh, he don't have any active coverage since 2021. So- Oh, could you please tell me if the policy... Uh-huh. I'm sorry. Go ahead. So I, I don't know if is, this is the correct company, because these are staffing companies. Sometimes they work with many different staffing companies. The one that is the system is showing me is, um, he doesn't work with that company since 2021. All right. Thank you- So- ... so much for this information. And, uh, could you please tell me- If- ... the, uh, effective and term date? With the what? I'm sorry. Uh, the policy, when the, uh, it was active and when it is turned inactive. Okay. Um, person woman was... Wait a minute. Hold on, please. Okay. It was from January 10th, 2021. Last day was February 14th, 2021. All right. Thank you. Thank you so much for this information. Ali- I- You're more than welcome. Yes. Um, what are you, what are you calling from? What, what, uh, hospital or doctor office? Trident Medical Center. Okay. You say Turin? T-R-I-D-E-N-T. Trident. Okay. All righty. So is there anything else that I can help you with? Can I get a call reference? This is S-A-R-A-M, 11-14-2024. Thank you. And are you able to check if there is any other active, uh, policy for the member? No, ma'am, since 2021. All right. Thank you. Thank you so much, sir, for your assistance. Have a great day. Bye-bye. You're more than welcome. Have a great day. Mm, bye-bye. Thank you.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Card. My name is Sarah. May I have your name, please? Hi, my name is Sally. Call to check on a claim status. Hello, Sally. How may I help you? Oh, okay. Um, do you know the name of the temporary agency the patient is working with, or, uh, the patient's first and last name? Uh, yes, I'll go with the patient's first and last name. I'll spell out. It's C, Charlie, A, Alpha, T, Tango, I, Ice Cream, E, Echo. And the last name is D, Delta,

O, Oscar, B, Boy again. B, Boy. Yes, ma'am. Okay, 30 doves. And, uh, do you know- Mm-hmm. ... uh, the, that person date of birth? 7-4-1994. Okay. Um, when was the service done? 7-31-2024. Okay, give me just a minute. One second. Did you know what company was that person working with? One moment. Sure. No, I don't have that information. Okay. Um, I only have one. Well, I only can find one file for that person, and, uh, he don't have any active coverage since 2021. So- Oh, could you please tell me if the policy... Uh-huh. I'm sorry. Go ahead. So I, I don't know if is, this is the correct company, because these are staffing companies. Sometimes they work with many different staffing companies. The one that is the system is showing me is, um, he doesn't work with that company since 2021. All right. Thank you- So- ... so much for this information. And, uh, could you please tell me- If- ... the, uh, effective and term date? With the what? I'm sorry. Uh, the policy, when the, uh, it was active and when it is turned inactive. Okay. Um, person woman was... Wait a minute. Hold on, please. Okay. It was from January 10th, 2021. Last day was February 14th, 2021. All right. Thank you. Thank you so much for this information. Ali- I- You're more than welcome. Yes. Um, what are you, what are you calling from? What, what, uh, hospital or doctor office? Trident Medical Center. Okay. You say Turin? T-R-I-D-E-N-T. Trident. Okay. All righty. So is there anything else that I can help you with? Can I get a call reference? This is S-A-R-A-M, 11-14-2024. Thank you. And are you able to check if there is any other active, uh, policy for the member? No, ma'am, since 2021. All right. Thank you. Thank you so much, sir, for your assistance. Have a great day. Bye-bye. You're more than welcome. Have a great day. Mm, bye-bye. Thank you.