

Transcript: Sara

Marulanda-5412581573083136-5249571760062464

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sara. May I have your name please? Hi. Yes. My name's Tara. Hello, Ms. Tara. How may I help you? Uh, yes. Um, I was calling on eligibility on a patient. Sure. Um, okay. Let's see. Uh, do you know what company is he working with? What company? Like what, what kind of agencies he working? Okay. If you don't have that- No, I don't. Um, okay. Um- I just have a card. I have a card in, in front of me. I don't know if that has it on there. The ID card? Okay. The name is on the ID card? You want to know the name on the ID card? Okay. Let me see. Oh. No, the name of the a... Okay, and let's just start all over. What is the first name of, of the person? Okay. Uh, the child's name is Anthony. No, I'm gonna need the name of the principal on the account. Um- Okay. Let me look and see who... One second. The name must be in the card. Do you have the ID card? Yeah, I do. Let me see. Okay. The father's name is Alexander. Alexander. Okay. And last name? The last name is S as in Sam, I-E-L-I. X-I-E-S-I-E-L-I? Mm-hmm. Are you guys located on Georgia? Yes. We're in Georgia, mm-hmm. And I just, um... On the ID card can you see somewhere there M-A-U? Yeah. It has that, uh-huh, in capital letters, M-A-U. Okay. Mm-hmm. I'm just trying to be sure that we have the correct person. I have two with the same name but different company. So what is that, what does that... M-A-U, is that the name of the insurance? Yes. No, that's the, uh, name of the staffing company. Oh, he's through a staffing company. Okay. Yes. Because I don't know what the name of the insurance is. The name? Okay. Um, are you going t... Are they going for vision, dental or preventive care? No, he's... No, he's actually for his child, um, coming in- Yeah. ... just for an office visit for medical. Okay, because we don't have any medical coverage. You got group accident, dental, vision and preventive care. That's what I thought. Okay, so then vision. I thought so. Dental. Group accident and preventive care, and- You said group accident? Group accident. Yes. Okay. And prevent- Preventive care. Hmm, I'm trying to figure out- Okay. I'll let mom know. Yes. Excuse me. Give me just a minute. I want to give you another information. Okay. Okay. His MEC is standalone. Oh, yeah. Because sometimes they have something... Okay. But he has the virtual care, Wellman Health virtual care with the preventive care. Virtual? Yes. So he has virtual care, vision care, dental. And a group accident. And group accident and preventive care. Okay. So yes, and they're active. And what is the child's name? I mean, the, the child's name... I mean, he doesn't have medical care, so... But yeah, it's Anthony. Anthony. Yeah. James. Yes. Has a... Yeah, but he doesn't have any... No. No medical. And just from my, just from my notes, where are you calling from? Oh, I'm calling from First Georgia Physician Group. First Georgia Physicians Group. Physician Group. Yeah. And what is your name? Uh, my name's Tara. Hi, Tara. Yes. You already told me. Okay, Tara. Yes. Uh, that's all what I need. Um, the lady has... Oh, well, that family only has dental, vision, group accident and preventive care. Okay, perfect. I'm

gonna let mom know. Thank you. All right, ma'am. Appreciate it. You're welcome. Bye-bye. Have a great day.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes.

Thank you for calling Benefits in a Card. My name is Sara. May I have your name please? Hi. Yes. My name's Tara. Hello, Ms. Tara. How may I help you? Uh, yes. Um, I was calling on eligibility on a patient. Sure. Um, okay. Let's see. Uh, do you know what company is he working with? What company? Like what, what kind of agencies he working? Okay. If you don't have that- No, I don't. Um, okay. Um- I just have a card. I have a card in, in front of me. I don't know if that has it on there. The ID card? Okay. The name is on the ID card? You want to know the name on the ID card? Okay. Let me see. Oh. No, the name of the a... Okay, and let's just start all over. What is the first name of, of the person? Okay. Uh, the child's name is Anthony. No, I'm gonna need the name of the principal on the account. Um- Okay. Let me look and see who... One second. The name must be in the card. Do you have the ID card? Yeah, I do. Let me see. Okay. The father's name is Alexander. Alexander. Okay. And last name? The last name is S as in Sam, I-E-L-I. X-I-E-S-I-E-L-I? Mm-hmm. Are you guys located on Georgia? Yes. We're in Georgia, mm-hmm. And I just, um... On the ID card can you see somewhere there M-A-U? Yeah. It has that, uh-huh, in capital letters, M-A-U. Okay. Mm-hmm. I'm just trying to be sure that we have the correct person. I have two with the same name but different company. So what is that, what does that... M-A-U, is that the name of the insurance? Yes. No, that's the, uh, name of the staffing company. Oh, he's through a staffing company. Okay. Yes. Because I don't know what the name of the insurance is. The name? Okay. Um, are you going t-... Are they going for vision, dental or preventive care? No, he's... No, he's actually for his child, um, coming in- Yeah. ... just for an office visit for medical. Okay, because we don't have any medical coverage. You got group accident, dental, vision and preventive care. That's what I thought. Okay, so then vision. I thought so. Dental. Group accident and preventive care, and- You said group accident? Group accident. Yes. Okay. And prevent- Preventive care. Hmm, I'm trying to figure out- Okay. I'll let mom know. Yes. Excuse me. Give me just a minute. I want to give you another information. Okay. Okay. His MEC is standalone. Oh, yeah. Because sometimes they have something... Okay. But he has the virtual care, Wellman Health virtual care with the preventive care. Virtual? Yes. So he has virtual care, vision care, dental. And a group accident. And group accident and preventive care. Okay. So yes, and they're active. And what is the child's name? I mean, the, the child's name... I mean, he doesn't have medical care, so... But yeah, it's Anthony. Anthony. Yeah. James. Yes. Has a... Yeah, but he doesn't have any... No. No medical. And just from my, just from my notes, where are you calling from? Oh, I'm calling from First Georgia Physician Group. First Georgia Physicians Group. Physician Group. Yeah. And what is your name? Uh, my name's Tara. Hi, Tara. Yes. You already told me. Okay, Tara. Yes. Uh, that's all what I need. Um, the lady has... Oh, well, that family only has dental, vision, group accident and preventive care. Okay, perfect. I'm gonna let mom know. Thank you. All right, ma'am. Appreciate it. You're welcome. Bye-bye. Have a great day.