

Transcript: Sara

Marulanda-5811173777686528-4906180480548864

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for... My name is Laura, may I have your name, please? Um, Amy Shank. Hello, Ms. Shank. May I help you? Oh, yeah, I got a, I received a letter in the mail saying that, um, there was insurance obtained on my daughter through Benefits in a Card. And, but I haven't actually received a card yet. Okay, let me check that for you. And may I have please, the name of the agency that you are working with, and the last four of your social? Uh, 5543. What do you mean by agency? Like a, what temporary agency are you working with? It, it wouldn't have been- Like a staffing company. It's not under me. So under who? Like his father? It's under her dad. Is that like, a court order? Yes. I guess. Okay, give me just one minute. Let me put you on hold for a second. Okay, thank you. Hello, Ms. Shank? Yeah. Thank you for hold- for holding, ma'am. Okay, in this case you will have to, uh, get the ID card from the court ordered parent. That means that they, they, they won't have the insurance. Well it says contact the, it says contact the insurance company if you need additional information about it. Uh, y- yes but we cannot. Due to HIPAA, we cannot, uh, send that information to someone else that is not in the, in the cover. Is he still actually covered? Can I see if he's still actually covered? I mean, I don't know if the policy's been terminated. Or look for him. Huh? I, I don't know how to look for hi- the information. I'm gonna need his social and I'm gonna need the name of the staffing company that he's working with. And through HIPAA, I cannot provide you information if, if he's not the person. Is like if I'm gonna give him your information. I cannot do that. So you will have to contact him and he will provide you with the ID cards. Okay, I can't contact him. Thank you.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for... My name is Laura, may I have your name, please? Um, Amy Shank. Hello, Ms. Shank. May I help you? Oh, yeah, I got a, I received a letter in the mail saying that, um, there was insurance obtained on my daughter through Benefits in a Card. And, but I haven't actually received a card yet. Okay, let me check that for you. And may I have please, the name of the agency that you are working with, and the last four of your social? Uh, 5543. What do you mean by agency? Like a, what temporary agency are you working with? It, it wouldn't have been- Like a staffing company. It's not under me. So under who? Like his father? It's under her dad. Is that like, a court order? Yes. I guess. Okay, give me just one minute. Let me put you on hold for a second. Okay, thank you. Hello, Ms. Shank? Yeah. Thank you for hold- for holding, ma'am. Okay, in this case you will have to, uh, get the ID card from the court ordered parent. That means that they, they, they won't have the insurance. Well

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