

Transcript: Sara

Marulanda-6507116044009472-4629235244253184

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Hi, my name is Ruth, R-U-T-H. Hello, ma'am. How may I help you? I'd like to verify a patient for their eligibility. Okay. What is their first name and last name of the patient? John Reid. I can spell their last name. It's R-E-I-D. R-E-I-D. John, J-O-H-N? Mm-hmm. Okay. Um, do you have Mr. Reid date of birth? Yes. It is April 6, 1962. April 6, 1962. Is that correct? Yes, correct. J-O-H-N and last name R-E-I-D? Yes. Hmm. I don't see anyone with that date of birth here. Let me... Hmm. No. It's not in our system. 1962 April 6th. J-O-H-N R-E-I-D. And I'm assuming he's the principal on the account? Yeah. Okay. Maybe the spouse... Do you know what company is he working with, what temporary agency? No. Okay. He, if he is a beneficiary, if the account is under his spouse, um, his information is not going to show up until we locate the spouse. Okay. But is this- Because he's not showing up in the system. I'm sorry, go ahead. Is this for a Allstate benefits then? Uh, no, ma'am. We are Benefits in a Cart administrators for healthcare coverage for different staffing companies. Hmm. Okay, that's probably why. Yeah. I think you have the wrong number. Okay. All right. Thank you. All righty. You're more than welcome. Hmm, bye-bye. Yeah. Have a great day. You too. Thank you.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Hi, my name is Ruth, R-U-T-H. Hello, ma'am. How may I help you? I'd like to verify a patient for their eligibility. Okay. What is their first name and last name of the patient? John Reid. I can spell their last name. It's R-E-I-D. R-E-I-D. John, J-O-H-N? Mm-hmm. Okay. Um, do you have Mr. Reid date of birth? Yes. It is April 6, 1962. April 6, 1962. Is that correct? Yes, correct. J-O-H-N and last name R-E-I-D? Yes. Hmm. I don't see anyone with that date of birth here. Let me... Hmm. No. It's not in our system. 1962 April 6th. J-O-H-N R-E-I-D. And I'm assuming he's the principal on the account? Yeah. Okay. Maybe the spouse... Do you know what company is he working with, what temporary agency? No. Okay. He, if he is a beneficiary, if the account is under his spouse, um, his information is not going to show up until we locate the spouse. Okay. But is this- Because he's not showing up in the system. I'm sorry, go ahead. Is this for a Allstate benefits then? Uh, no, ma'am. We are Benefits in a Cart administrators for healthcare coverage for different staffing companies. Hmm. Okay, that's probably why. Yeah. I think you have the wrong number. Okay. All right. Thank you. All righty. You're more than welcome. Hmm, bye-bye. Yeah. Have a great day. You too. Thank you.