

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. My name is . Hello? Hey, how can I help you? Hello. Hi. Yes, ma'am. Yes, how can I help you? This is Kara calling with Premier Medical Group. Can you hear me? Yes, ma'am. Hi, this is Kara calling with Premier Medical Group. I'm trying to see the right person to speak to just get eligibility on a patient coming into our office tomorrow. Oh, okay. I can help you with that and see if they have coverage or not. Okay. Um, what's their first- Thank you. ... and last name? Um, it's going to be, um, Kathrina, K-A-T-H-R-I-N-A. Last name Priess, P-R-I-E-S-S. Okay, thank you. And then what's their date of birth? 3/12/2008. And they are the... Are they the policyholder, or are they dependent? They're, they should be dependent, a child. Okay, because, um, for me to find out if they have coverage, I would need their ad- their parent, like, name actually. The name? Um, it looks like there is a name in here from the policy. It looks like Jennifer, last name D-O-F-H. Okay, thank you. Is what was already put in here. So I don't have a card, but... Do you got Jennifer's date of birth by any chance? It looks like it's in here, 7/5/85. Okay. And then are you guys in Tennessee? Yes. Okay. I believe this is her file, but we have the wrong day of birth. The year is correct and the month, um, but I'm pretty sure it's... Okay. ... them. Yeah, it is. The date, the date of birth was in there. So I might call them just to verify if the day is correct or wrong so that I can change that. But, um... Well, I tried to reach out to them, and they didn't answer. But, I mean, are you able- and I know, so the birthday we have and the birthday you have just isn't matching. But are you able to tell me if the, if the policy is active? Yes, I can, I can actually let you know. Okay. Oh, so they actually, um... I'm pretty sure it's the member because it's the same, the only dependent in there is for a Catherine Elizabeth, and then P-R-I-E-S-S. Date of birth- Yeah, that, that should be her. March 12th of 2008. It, uh, it actually looks like they don't even have coverage for no plans. Um, they didn't have- Yeah, the name we just read off was the name. Uh-huh. Yeah. Yeah. So it's the same name. I even have her middle initial. I mean, but she had no active- But there's just no area in policy? Yeah, she has no active plans, like not even a single one. She did have coverage- Okay. ... at some point, but it looks like it ended in 2023. Okay. Yeah, we have... This is the only insurance we have on file, and it looks like last time we verified it was in, was last year, and they didn't enter the phone. So I thought, "Well, this isn't one that verifies through our system, so I'll just try to call and see if, if that's all it was." But I'll just- Okay. ... take this out and just put that it's ineligible. Thank you so much. Okay. And then you said it was for, um, was it a past visit or you said a visit for tomorrow? I believe you said for tomorrow, right? She's coming in tomorrow, yeah. Oh, yeah. They don't have no coverage. Yes, ma'am. Okay. I'm sorry. And, and maybe they have... No, you're fine. Maybe they have updated insurance. I just couldn't reach them, so I was gonna try the one that was on file. So you're good. Okay. Thank you so much. Sorry. You're welcome. Have a nice day. You too.

Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. My name is . Hello?

Speaker speaker_2: Hey, how can I help you?

Speaker speaker_1: Hello.

Speaker speaker_2: Hi. Yes, ma'am.

Speaker speaker_1: Yes, how can I help you?

Speaker speaker_2: This is Kara calling with Premier Medical Group. Can you hear me?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Hi, this is Kara calling with Premier Medical Group. I'm trying to see the right person to speak to just get eligibility on a patient coming into our office tomorrow.

Speaker speaker_1: Oh, okay. I can help you with that and see if they have coverage or not.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, what's their first-

Speaker speaker_2: Thank you.

Speaker speaker_1: ... and last name?

Speaker speaker_2: Um, it's going to be, um, Kathrina, K-A-T-H-R-I-N-A. Last name Priess, P-R-I-E-S-S.

Speaker speaker_1: Okay, thank you. And then what's their date of birth?

Speaker speaker_2: 3/12/2008.

Speaker speaker_1: And they are the... Are they the policyholder, or are they dependent?

Speaker speaker_2: They're, they should be dependent, a child.

Speaker speaker_1: Okay, because, um, for me to find out if they have coverage, I would need their ad- their parent, like, name actually.

Speaker speaker_2: The name? Um, it looks like there is a name in here from the policy. It looks like Jennifer, last name D-O-F-H.

Speaker speaker_1: Okay, thank you.

Speaker speaker_2: Is what was already put in here. So I don't have a card, but...

Speaker speaker_1: Do you got Jennifer's date of birth by any chance?

Speaker speaker_2: It looks like it's in here, 7/5/85.

Speaker speaker_1: Okay. And then are you guys in Tennessee?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. I believe this is her file, but we have the wrong day of birth. The year is correct and the month, um, but I'm pretty sure it's...

Speaker speaker_2: Okay.

Speaker speaker_1: ... them. Yeah, it is. The date, the date of birth was in there. So I might call them just to verify if the day is correct or wrong so that I can change that. But, um...

Speaker speaker_2: Well, I tried to reach out to them, and they didn't answer. But, I mean, are you able- and I know, so the birthday we have and the birthday you have just isn't matching. But are you able to tell me if the, if the policy is active?

Speaker speaker_1: Yes, I can, I can actually let you know.

Speaker speaker_2: Okay.

Speaker speaker_1: Oh, so they actually, um... I'm pretty sure it's the member because it's the same, the only dependent in there is for a Catherine Elizabeth, and then P-R-I-E-S-S. Date of birth-

Speaker speaker_2: Yeah, that, that should be her.

Speaker speaker_1: March 12th of 2008. It, uh, it actually looks like they don't even have coverage for no plans. Um, they didn't have-

Speaker speaker_2: Yeah, the name we just read off was the name.

Speaker speaker_1: Uh-huh.

Speaker speaker_2: Yeah.

Speaker speaker_1: Yeah. So it's the same name. I even have her middle initial. I mean, but she had no active-

Speaker speaker_2: But there's just no area in policy?

Speaker speaker_1: Yeah, she has no active plans, like not even a single one. She did have coverage-

Speaker speaker_2: Okay.

Speaker speaker_1: ... at some point, but it looks like it ended in 2023.

Speaker speaker_2: Okay. Yeah, we have... This is the only insurance we have on file, and it looks like last time we verified it was in, was last year, and they didn't enter the phone. So I thought, "Well, this isn't one that verifies through our system, so I'll just try to call and see if, if

that's all it was." But I'll just-

Speaker speaker_1: Okay.

Speaker speaker_2: ... take this out and just put that it's ineligible. Thank you so much.

Speaker speaker_1: Okay. And then you said it was for, um, was it a past visit or you said a visit for tomorrow? I believe you said for tomorrow, right?

Speaker speaker_2: She's coming in tomorrow, yeah.

Speaker speaker_1: Oh, yeah. They don't have no coverage.

Speaker speaker_2: Yes, ma'am. Okay.

Speaker speaker_1: I'm sorry.

Speaker speaker_2: And, and maybe they have... No, you're fine. Maybe they have updated insurance. I just couldn't reach them, so I was gonna try the one that was on file. So you're good.

Speaker speaker_1: Okay.

Speaker speaker_2: Thank you so much.

Speaker speaker_1: Sorry.

Speaker speaker_2: You're welcome. Have a nice day. You too. Bye-bye.