

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Car. My name is Stephanie. How, how can I assist you? Hi, my name is Anna. I'm calling for United Health Centers. Please note this call's being recorded and monitored for quality and training purposes. And I'm calling to check on a client's status. How are you doing, Stephanie? Thank you. I've been good. How about you? Yeah, I'm doing good. And then what's the, um, member's first and last name? The member first name is Cesar and last name is Macias. Okay, give me one second. Were... Did you call yesterday? No, I didn't. This is the first time I'm calling. Okay, 'cause that name sounds very familiar. Is it C-E-S-A-R? C-E-S-A-A-R? Yes. And then how do you spell that last name? C-E-S-A-R? Mm-hmm. Last name is spelled as M-A-C-I-A-S. M-A-C-I... A-S. E-S? M-A-C-I-A-S. M as in mama. A as in Sierra. Okay, can you spell it from the beginning, please? Yeah, sure. I can do it. M as in mom. The first name is... The first name's spelled as C as in Charlie, A as in alpha, E as in echo, S as in Sierra, A as in alpha, R as in Romeo. Actually, I do have, uh, two spellings here. So can I say the two of them? Give me the... Well, n- since you gave me the first one already, let me try it with the first one, because I can't put two at the same time 'cause it's not gonna work like that. Okay. So I... And then spell that last name. Okay. Okay, the last name is spelled as M as in, M as in Mike, A as in alpha, C as in Sierra, I as in ice cream, A as in alpha, S as in Sierra. M-A-F-I-A-S? No, M-A-C-I-A-S. Okay, sorry. So M, E as in echo. So M as in mom, E as in echo, S as in Sam, I as in ice cream, A as in alpha, S as in Sam? Just a moment. M-A-C-I-A-S. It's not E. The second letter is A, A as in alpha. Okay, that's what I had and you said no. Sorry for that. Mm-hmm. So M as in mom, A as in alpha, S as in Sam, I as in ice, A as in alpha and S as in Sam? The third letter is C, C as in Charlie. C as in Charlie, okay. Yes. Okay. And then what's their date of birth? Date of birth is 2/12/1988. If this is the same person that they called, I believe they called about this member yesterday. Um, give me one second. Okay. But I'm not sure about that. This is the first time I'm calling today. Okay. So yesterday somebody called. With that birth name that you gave me was misspelled. When they called yesterday it was Cesar. It was C-E- Oh, okay. So it was the second- In our system there are two spellings so there is a misunderstanding, I think. Probably. For Cesar, the first name, it has, uh, two spelling. In the card it's, uh, spelled as C-E-S-A-R. Mm-hmm. And manually spelled as C-A-E-S-A-R, the first name. okay. Yeah. Okay, so I'm not pulling him up. Um, give me his last name again and I'm going to try with his last name and just his date of birth. For the record could you please pull it up with the, uh, Social Security number? What is it? Security number or any other data. Could you please pull it up with date of service or total billed amount? No, I need either first name, last name or date of birth. Okay, can I repeat it again, the last name? Yes. Yeah, okay. It's M as in mom, A as in apple, C as in cat, I as in ice cream, A as in alpha, S as in Sierra. That last letter, S as in Sam or C as in cat? Yes. The last letter is S as in Sam. Okay. And then the date of birth. Date of birth is 2/12/1988. Thank you.

Okay, so they... Somebody pulled up with that information, but the name, the first name is C-E-S-A-R. Okay. Could you put, uh, pull up the dot spelling? C-E-S-A-R? Yes. And then what's... Okay. The birthday's correct and the last name's correct. Ending social 5748. Just a moment. 420, could you please repeat? Sorry for the interruption. Um, are the last four 5748? Yes. The social number is 5748. Okay. Yeah. So somebody called yesterday regarding this member. They got informed yesterday- Okay. ... that this member does not have any active coverage. They don't have- Okay. ... any coverage for no plans. They were never... They never enrolled into any benefits. With the file I'm pulling up- Okay. ... this file's not active. Okay. You can't find the file? No. I found the file but n- they don't have any active coverage. Okay, just a moment. Mm-hmm. Bruh. So the patient is not active under the coverage plan- Active. No. ... right, you are saying? So yesterday- Okay. Sandra from United Healthcare Center called asking the same question and she got informed that the member n- never had any active coverage with p- with the staffing agency that they work for. Okay. Could you please wait for a moment? Just a moment, please. Mm-hmm. Hi. Could you please provide me the receipt date? So they don't have any coverage. There's no date for me to give to you as they never enrolled into benefits. They never signed up for benefits. So they don't have- Okay. And, and they never even had coverage to begin with. So I can't provide a date if they never had any active plans. Okay. They never enrolled. Okay. Could you please be on hold a few minutes while I verify the information, my sister? Yeah, that's fine. Could you please provide the patient's effective date and term date? So they don't have any coverage. So they don't have an effective date nor a term date. That's what I'm trying to, um, explain to you. They never enrolled into any benefits. So therefore they don't have a start date or nor an end date 'cause they never enrolled in general. They never had any active plans. If it's for the member who ends in 5748, their last social, in the state of California, phone number 559-391-7184. For Cesar M-A-C-I-A-S, he doesn't have any plans and never enrolled into any healthcare benefits. I can only stay on hold for so long 'cause we are a call center. Okay. Could you show the- So they don't have any- ... caller's number? You can... Um, so Stephanie A and 022725. Okay. Thank you for assistance. Have a great day. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Stephanie. How, how can I assist you?

Speaker speaker_1: Hi, my name is Anna. I'm calling for United Health Centers. Please note this call's being recorded and monitored for quality and training purposes. And I'm calling to check on a client's status. How are you doing, Stephanie?

Speaker speaker_0: Thank you. I've been good. How about you?

Speaker speaker_1: Yeah, I'm doing good.

Speaker speaker_0: And then what's the, um, member's first and last name?

Speaker speaker_1: The member first name is Cesar and last name is Macias.

Speaker speaker_0: Okay, give me one second. Were... Did you call yesterday?

Speaker speaker_1: No, I didn't. This is the first time I'm calling.

Speaker speaker_0: Okay, 'cause that name sounds very familiar. Is it C-E-S-A-R?
C-E-S-A-A-R?

Speaker speaker_1: Yes.

Speaker speaker_0: And then how do you spell that last name? C-E-S-A-R? Mm-hmm.

Speaker speaker_1: Last name is spelled as M-A-C-I-A-S.

Speaker speaker_0: M-A-C-I...

Speaker speaker_1: A-S.

Speaker speaker_0: E-S?

Speaker speaker_1: M-A-C-I-A-S. M as in mama. A as in Sierra.

Speaker speaker_0: Okay, can you spell it from the beginning, please?

Speaker speaker_1: Yeah, sure. I can do it.

Speaker speaker_0: M as in mom.

Speaker speaker_1: The first name is... The first name's spelled as C as in Charlie, A as in alpha, E as in echo, S as in Sierra, A as in alpha, R as in Romeo. Actually, I do have, uh, two spellings here. So can I say the two of them?

Speaker speaker_0: Give me the... Well, n- since you gave me the first one already, let me try it with the first one, because I can't put two at the same time 'cause it's not gonna work like that.

Speaker speaker_1: Okay.

Speaker speaker_0: So I... And then spell that last name.

Speaker speaker_1: Okay. Okay, the last name is spelled as M as in, M as in Mike, A as in alpha, C as in Sierra, I as in ice cream, A as in alpha, S as in Sierra.

Speaker speaker_0: M-A-F-I-A-S?

Speaker speaker_1: No, M-A-C-I-A-S.

Speaker speaker_0: Okay, sorry. So M, E as in echo. So M as in mom, E as in echo, S as in Sam, I as in ice cream, A as in alpha, S as in Sam?

Speaker speaker_1: Just a moment. M-A-C-I-A-S. It's not E. The second letter is A, A as in alpha.

Speaker speaker_0: Okay, that's what I had and you said no.

Speaker speaker_1: Sorry for that.

Speaker speaker_0: Mm-hmm. So M as in mom, A as in alpha, S as in Sam, I as in ice, A as in alpha and S as in Sam?

Speaker speaker_1: The third letter is C, C as in Charlie.

Speaker speaker_0: C as in Charlie, okay.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then what's their date of birth?

Speaker speaker_1: Date of birth is 2/12/1988.

Speaker speaker_0: If this is the same person that they called, I believe they called about this member yesterday. Um, give me one second.

Speaker speaker_1: Okay. But I'm not sure about that. This is the first time I'm calling today.

Speaker speaker_0: Okay. So yesterday somebody called. With that birth name that you gave me was misspelled. When they called yesterday it was Cesar. It was C-E-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: So it was the second-

Speaker speaker_1: In our system there are two spellings so there is a misunderstanding, I think.

Speaker speaker_0: Probably.

Speaker speaker_1: For Cesar, the first name, it has, uh, two spelling. In the card it's, uh, spelled as C-E-S-A-R.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And manually spelled as C-A-E-S-A-R, the first name.

Speaker speaker_0: okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, so I'm not pulling him up. Um, give me his last name again and I'm going to try with his last name and just his date of birth.

Speaker speaker_1: For the record could you please pull it up with the, uh, Social Security number?

Speaker speaker_0: What is it?

Speaker speaker_1: Security number or any other data. Could you please pull it up with date of service or total billed amount?

Speaker speaker_0: No, I need either first name, last name or date of birth.

Speaker speaker_1: Okay, can I repeat it again, the last name?

Speaker speaker_0: Yes.

Speaker speaker_1: Yeah, okay. It's M as in mom, A as in apple, C as in cat, I as in ice cream, A as in alpha, S as in Sierra.

Speaker speaker_0: That last letter, S as in Sam or C as in cat?

Speaker speaker_1: Yes. The last letter is S as in Sam.

Speaker speaker_0: Okay. And then the date of birth.

Speaker speaker_1: Date of birth is 2/12/1988. Thank you.

Speaker speaker_0: Okay, so they... Somebody pulled up with that information, but the name, the first name is C-E-S-A-R.

Speaker speaker_1: Okay. Could you put, uh, pull up the dot spelling? C-E-S-A-R?

Speaker speaker_0: Yes. And then what's...

Speaker speaker_1: Okay.

Speaker speaker_0: The birthday's correct and the last name's correct. Ending social 5748.

Speaker speaker_1: Just a moment. 420, could you please repeat? Sorry for the interruption.

Speaker speaker_0: Um, are the last four 5748?

Speaker speaker_1: Yes. The social number is 5748.

Speaker speaker_0: Okay. Yeah. So somebody called yesterday regarding this member. They got informed yesterday-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that this member does not have any active coverage. They don't have-

Speaker speaker_1: Okay.

Speaker speaker_0: ... any coverage for no plans. They were never... They never enrolled into any benefits. With the file I'm pulling up-

Speaker speaker_1: Okay.

Speaker speaker_0: ... this file's not active.

Speaker speaker_1: Okay. You can't find the file?

Speaker speaker_0: No. I found the file but n- they don't have any active coverage.

Speaker speaker_1: Okay, just a moment.

Speaker speaker_0: Mm-hmm. Bruh.

Speaker speaker_1: So the patient is not active under the coverage plan-

Speaker speaker_0: Active. No.

Speaker speaker_1: ... right, you are saying?

Speaker speaker_0: So yesterday-

Speaker speaker_1: Okay.

Speaker speaker_0: Sandra from United Healthcare Center called asking the same question and she got informed that the member n- never had any active coverage with p- with the staffing agency that they work for.

Speaker speaker_1: Okay. Could you please wait for a moment? Just a moment, please.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Hi. Could you please provide me the receipt date?

Speaker speaker_0: So they don't have any coverage. There's no date for me to give to you as they never enrolled into benefits. They never signed up for benefits. So they don't have-

Speaker speaker_1: Okay.

Speaker speaker_0: And, and they never even had coverage to begin with. So I can't provide a date if they never had any active plans.

Speaker speaker_1: Okay.

Speaker speaker_0: They never enrolled.

Speaker speaker_1: Okay. Could you please be on hold a few minutes while I verify the information, my sister?

Speaker speaker_0: Yeah, that's fine.

Speaker speaker_1: Could you please provide the patient's effective date and term date?

Speaker speaker_0: So they don't have any coverage. So they don't have an effective date nor a term date. That's what I'm trying to, um, explain to you. They never enrolled into any benefits. So therefore they don't have a start date or nor an end date 'cause they never enrolled in general. They never had any active plans. If it's for the member who ends in 5748, their last social, in the state of California, phone number 559-391-7184. For Cesar M-A-C-I-A-S, he doesn't have any plans and never enrolled into any healthcare benefits. I can only stay on hold for so long 'cause we are a call center.

Speaker speaker_1: Okay. Could you show the-

Speaker speaker_0: So they don't have any-

Speaker speaker_1: ... caller's number?

Speaker speaker_0: You can... Um, so Stephanie A and 022725.

Speaker speaker_1: Okay. Thank you for assistance. Have a great day.

Speaker speaker_0: Thank you.