

Transcript: Pearl

Rojas-4525805822722048-6709870176944128

Full Transcript

Good morning, taking benefits in a card. My name is Pearl. Who does the pleasure of speaking with? Hi, this is Lauren, uh, from the Nevada Regional Medical Center. I was calling on behalf of a claim to see what was going on with it. Okay, what's the name of the member? Um, Jennifer Peters. And date of birth? 10/03/1994. All righty, and what's the date of service? 12/18/ well, hold on actually. Yeah, 12/18/23. Hm, just give me one moment. Okay, let me... With that date of service, I don't have the member with coverage. So the patient doesn't have active coverage? No, ma'am. Is there something that you can fax to me that I can send to secondary insurance? Let me get you over to an insurance carrier. Um, hm, I'm sorry you said, you wanted something faxed to you that you can send? Like, um... I just need proof that, like, the person's name's on there, their birth date, uh, and that they did not have active coverage with American Public Life at the date of service. Okay, let me get you over to them and they'll be able to, to assist you with that information, okay? All righty, thank you. Thank you for calling. Um, and I'm sorry, what was your name again? Lauren. Lauren, all righty, thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Good morning, taking benefits in a card. My name is Pearl. Who does the pleasure of speaking with?

Speaker speaker_1: Hi, this is Lauren, uh, from the Nevada Regional Medical Center. I was calling on behalf of a claim to see what was going on with it.

Speaker speaker_0: Okay, what's the name of the member?

Speaker speaker_1: Um, Jennifer Peters.

Speaker speaker_0: And date of birth?

Speaker speaker_1: 10/03/1994.

Speaker speaker_0: All righty, and what's the date of service?

Speaker speaker_1: 12/18/ well, hold on actually. Yeah, 12/18/23.

Speaker speaker_0: Hm, just give me one moment. Okay, let me... With that date of service, I don't have the member with coverage.

Speaker speaker_1: So the patient doesn't have active coverage?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: Is there something that you can fax to me that I can send to secondary insurance?

Speaker speaker_0: Let me get you over to an insurance carrier. Um, hm, I'm sorry you said, you wanted something faxed to you that you can send? Like, um...

Speaker speaker_1: I just need proof that, like, the person's name's on there, their birth date, uh, and that they did not have active coverage with American Public Life at the date of service.

Speaker speaker_0: Okay, let me get you over to them and they'll be able to, to assist you with that information, okay?

Speaker speaker_1: All righty, thank you.

Speaker speaker_0: Thank you for calling. Um, and I'm sorry, what was your name again?

Speaker speaker_1: Lauren.

Speaker speaker_0: Lauren, all righty, thank you so much for calling. You have a great day.

Speaker speaker_1: You too.