Transcript: Pearl Rojas-4599225557237760-5259676301443072

Full Transcript

Hello. Thank you for selecting a card. Hi, this is Christine calling behalf of provider's office. Um, just checking for, um, a claims status. And what's the member's name? Yeah, it's actually Terrence West. Terrence West? Yes. And date of birth? Um, the date of birth was October 17, 1977. Okay. Bear with me one moment. Mm-hmm. Thank you so much. You said October 17, '77? Nineteen... Yeah. October 17, 1977. All righty. And what's the date of service? Yeah, um, the date of service was December 18, 2024 with a total charge amount of $582 even. All righty. And this was medical services? Mm-hmm. Okay. The employee did have active coverage. Let me go ahead and get you over to the insurance carrier for further step at that claim, okay? Thank you so much. No problem. Thank you so much for calling. You have a great day. Have a good day.

Conversation Format

Speaker speaker_0: Hello. Thank you for selecting a card.

Speaker speaker_1: Hi, this is Christine calling behalf of provider's office. Um, just checking for, um, a claims status.

Speaker speaker_0: And what's the member's name?

Speaker speaker_1: Yeah, it's actually Terrence West.

Speaker speaker_0: Terrence West?

Speaker speaker_1: Yes.

Speaker speaker_0: And date of birth?

Speaker speaker_1: Um, the date of birth was October 17, 1977.

Speaker speaker_0: Okay. Bear with me one moment.

Speaker speaker_1: Mm-hmm. Thank you so much.

Speaker speaker_0: You said October 17, '77?

Speaker speaker_1: Nineteen... Yeah. October 17, 1977.

Speaker speaker_0: All righty. And what's the date of service?

Speaker speaker_1: Yeah, um, the date of service was December 18, 2024 with a total charge amount of $582 even.

Speaker speaker_0: All righty. And this was medical services?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. The employee did have active coverage. Let me go ahead and get you over to the insurance carrier for further step at that claim, okay?

Speaker speaker_1: Thank you so much.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: Have a good day.