

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does it look like you're speaking with? Hi, Pearl. My name is Gayla, it's G-A-Y-L-A. And how can I assist you? Well, I'm calling to verify if this patient has therapy benefits or not. I spoke with, uh, someone on Friday and they told me they didn't, but the patient's been calling and, um, I didn't even have this number. I had a different number. Patient's been calling and she's being told yes. Okay. What's the name of the member? Dawn Morrison. Okay. Give me one moment. All righty. Dawn, D-A-W-N? Yes, ma'am. And then Morrison, M-O-R-R-I-S-O-N? That is correct. I'm not showing an account with that name. Um, it's under her husband. Okay. What's his name? Gary Morrison. And would you happen to have his date of birth? Um... I can... Let's see. Uh... Let me look in here and see if I can... Um, actually, you're fine. No worries. I do have, uh, only one Morrison with, like, two accounts with the same person. Um, okay, then I have Miss Dawn here as a dependent. Okay. Okay, and then they have the VIP+ with VPC. And they are active. Give me one moment. Okay. And I'm sorry, you said what kind of therapy did... were you leaving for? Um, she's having physical therapy. Okay. So with the, the plan that she has, I do show that they, um, pay \$60 a day for four days a year. Okay. So she has four days a year that she can come to therapy? Yeah. Well, yes. And they pay \$60 on... for that physical therapy. She's responsible for the remainder. Okay. Mm-hmm. If you like, I can get you over to the insurance carrier, um, to see if there's anything else they could do, but that's the coverage, uh, description that we have here. Uh, yeah. If you could, um, get me to a benefits, uh, person so I can get all of her benefits, that would be great. All righty. No problem. Um, is there anything else I can assist you with today? Nope, that's it. All righty. Thank you so much for calling. You have a great day. Mm-hmm. You too.

Conversation Format

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

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does it look like you're speaking with?

Speaker speaker_2: Hi, Pearl. My name is Gayla, it's G-A-Y-L-A.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Well, I'm calling to verify if this patient has therapy benefits or not. I spoke with, uh, someone on Friday and they told me they didn't, but the patient's been calling

and, um, I didn't even have this number. I had a different number. Patient's been calling and she's being told yes.

Speaker speaker_1: Okay. What's the name of the member?

Speaker speaker_2: Dawn Morrison.

Speaker speaker_1: Okay. Give me one moment. All righty. Dawn, D-A-W-N?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then Morrison, M-O-R-R-I-S-O-N?

Speaker speaker_2: That is correct.

Speaker speaker_1: I'm not showing an account with that name.

Speaker speaker_2: Um, it's under her husband.

Speaker speaker_1: Okay. What's his name?

Speaker speaker_2: Gary Morrison.

Speaker speaker_1: And would you happen to have his date of birth?

Speaker speaker_2: Um... I can... Let's see. Uh... Let me look in here and see if I can...

Speaker speaker_1: Um, actually, you're fine. No worries. I do have, uh, only one Morrison with, like, two accounts with the same person. Um, okay, then I have Miss Dawn here as a dependent.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, and then they have the VIP+ with VPC. And they are active. Give me one moment. Okay. And I'm sorry, you said what kind of therapy did... were you leaving for?

Speaker speaker_2: Um, she's having physical therapy.

Speaker speaker_1: Okay. So with the, the plan that she has, I do show that they, um, pay \$60 a day for four days a year.

Speaker speaker_2: Okay. So she has four days a year that she can come to therapy?

Speaker speaker_1: Yeah. Well, yes. And they pay \$60 on... for that physical therapy. She's responsible for the remainder.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm. If you like, I can get you over to the insurance carrier, um, to see if there's anything else they could do, but that's the coverage, uh, description that we have here.

Speaker speaker_2: Uh, yeah. If you could, um, get me to a benefits, uh, person so I can get all of her benefits, that would be great.

Speaker speaker_1: All righty. No problem. Um, is there anything else I can assist you with today?

Speaker speaker_2: Nope, that's it.

Speaker speaker_1: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_2: Mm-hmm. You too.