

Transcript: Pearl

Rojas-4623419601272832-4846578384453632

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 u- was I speaking with? Hi. Good morning. My name is Brisenia Tavares. And how can I assist you? Yes. I'm calling because, um, I have a claim since 2023, uh, that has not been paid and I just wanted to check, like, what's going on. Okay. Give me one second. What's the name of the staff agency you work for? It's Acro. Okay. I am no longer with the plan, but this was during, um, during my, my plan enrollment. Okay. Bear with me one moment. I'm gonna place you on a brief hold. Okay. Amanda, start getting ready to wait to go. Thank you so much for holding, Ms. Tavares. And what are the last four digits of your Social? 9522. Okay. And if you confirm your address and date of birth. 1404 East Market Street, Wilmington, Delaware, 19804. And your date of birth. Uh, 10/09/75. Okay. And your phone number is 3477335378? Yes. Can I have your email address as yithomes@yahoo.com? Yes. Okay. What was the date of service? It was 10/26/2023. Okay. And what services were performed? Oh, you have both medical and preventive health. So that was, uh, a screening, uh, a screening for my mammogram. Okay. So let me go ahead and get you over to 90 Degree Benefit and so you can see, um, what is going on with that, with that claim. Okay? 'Cause you did have active coverage- Oh, okay. ... when you made the preventive and medical, so the mammogram would have been preventive health. Okay. Thanks. All right, bear with me one moment. Mm-hmm.

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 u- was I speaking with?

Speaker speaker_2: Hi. Good morning. My name is Brisenia Tavares.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Yes. I'm calling because, um, I have a claim since 2023, uh, that has not been paid and I just wanted to check, like, what's going on.

Speaker speaker_1: Okay. Give me one second. What's the name of the staff agency you work for?

Speaker speaker_2: It's Acro.

Speaker speaker_1: Okay.

Speaker speaker_2: I am no longer with the plan, but this was during, um, during my, my plan enrollment.

Speaker speaker_1: Okay. Bear with me one moment. I'm gonna place you on a brief hold.

Speaker speaker_2: Okay.

Speaker speaker_4: Amanda, start getting ready to wait to go.

Speaker speaker_1: Thank you so much for holding, Ms. Tavares. And what are the last four digits of your Social?

Speaker speaker_2: 9522.

Speaker speaker_1: Okay. And if you confirm your address and date of birth.

Speaker speaker_2: 1404 East Market Street, Wilmington, Delaware, 19804.

Speaker speaker_1: And your date of birth.

Speaker speaker_2: Uh, 10/09/75.

Speaker speaker_1: Okay. And your phone number is 3477335378?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I have your email address as yithomes@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. What was the date of service?

Speaker speaker_2: It was 10/26/2023.

Speaker speaker_1: Okay. And what services were performed? Oh, you have both medical and preventive health.

Speaker speaker_2: So that was, uh, a screening, uh, a screening for my mammogram.

Speaker speaker_1: Okay. So let me go ahead and get you over to 90 Degree Benefit and so you can see, um, what is going on with that, with that claim. Okay? 'Cause you did have active coverage-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... when you made the preventive and medical, so the mammogram would have been preventive health.

Speaker speaker_2: Okay. Thanks.

Speaker speaker_1: All right, bear with me one moment.

Speaker speaker_2: Mm-hmm.