

Transcript: Pearl

Rojas-4650105338773504-5066374777061376

Full Transcript

Hi. Good morning. Thank you for calling Benefits and a Card. My name is Pearl, who may I speak with? Um, Janelle. And how can I assist you? Hi. I'm calling, um, for prior authorization for a CPT code for a patient. Okay. What's the member's name? Um, first name is Michael, M-i-c-h-a-e-l. Last name is Mulvany, M as in Mike, U-l-v-a-n-y. Date of birth 11-23-77. Okay. Do you know if this is a dependent or if it's the policy holder? Sorry, what did you say? Do you know if this is a d- a dependent or if it's the policy holder? Um, let me look. I want to say the policy holder. Um, it looks like policy holder. Yeah. Okay. Because I'm not showing an account with the name that you provided. Did they provide you with a card? Yes, I have it. Okay. What does that card say? What, um, name does it have? Does it say American Public Life, 90 Day Benefits? American Public Life. Let me get you over to them, see if they have... seen him in the system. I'm not showing them with... in our system. Um, give me one moment. Let me transfer you over. Okay.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits and a Card. My name is Pearl, who may I speak with?

Speaker speaker_1: Um, Janelle.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Hi. I'm calling, um, for prior authorization for a CPT code for a patient.

Speaker speaker_0: Okay. What's the member's name?

Speaker speaker_1: Um, first name is Michael, M-i-c-h-a-e-l. Last name is Mulvany, M as in Mike, U-l-v-a-n-y. Date of birth 11-23-77.

Speaker speaker_0: Okay. Do you know if this is a dependent or if it's the policy holder?

Speaker speaker_1: Sorry, what did you say?

Speaker speaker_0: Do you know if this is a d- a dependent or if it's the policy holder?

Speaker speaker_1: Um, let me look. I want to say the policy holder. Um, it looks like policy holder. Yeah.

Speaker speaker_0: Okay. Because I'm not showing an account with the name that you provided. Did they provide you with a card?

Speaker speaker_1: Yes, I have it.

Speaker speaker_0: Okay. What does that card say? What, um, name does it have? Does it say American Public Life, 90 Day Benefits?

Speaker speaker_1: American Public Life.

Speaker speaker_0: Let me get you over to them, see if they have... seen him in the system. I'm not showing them with... in our system. Um, give me one moment. Let me transfer you over.

Speaker speaker_1: Okay.