

Transcript: Pearl

Rojas-4691859570999296-4837656128176128

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..... Oh, that was..... speaking with. Yeah, hi, it's Anna. You're calling from provider office to check on the claim status. Okay. What's the name of the member? Oh, yeah. The name of the member? Uh, the member name is Margarita. It's M-A-R-G-A-R-I-T-A and the last one is D-E-L-E-O-N. I'm sorry, you said B-E-L-E-O-N? O-N, yeah. It's Delta, Echo, Lima, Echo, Ox, oh, and N as in Nancy. I'll make him pay. Why? Why should I blow? Sorry, what's happening- I'm sorry, can you repeat your name for me? Yeah, it's Anna, A-N-N-A. Last initial is Lee, L as in Victor. Okay, bear with me one moment. Yeah, sure. Bhai, muh mat khulke. Main socha kya kehun. Rupaiyan di vidiyak chal gayi hai. 2023- Okay, I'm sorry repeat that last name for me one more time. You said B as in boy, E as in echo, L as in Lima- No, no, no. ... E as in echo? No, it's D as in delta, E as in echo, L as in Lima, E as in echo, O as in ox, N as in Nancy. Office close madhura hai. And date of birth? Date of birth is March 21st, 1997. 2023- Okay, do you know if this is a policyholder or if it's a dependent? Hmm. Oh, it's a policyholder. But it's not any... It's not showing- Okay, I'm not showing an account with that name and date of birth. My 1997... Oh, do you require, like, any policy number or something? No, I don't think so. Give me one second, actually I have here... Yeah. 03/21/97, you said, correct? Yeah, that's correct. Okay, what's the date of service? Date of service is November 4th, 2024. Charge amount \$528 and even. Okay, 2023- Okay, I'm showing the member with active medical... September 30th. There's active medical for that day. Let me go ahead and switch, transfer you over to the insurance carrier so they can confirm that claim status for you. Yep. Okay. Bear with me one moment. Sure.

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..... Oh, that was..... speaking with.

Speaker speaker_2: Yeah, hi, it's Anna. You're calling from provider office to check on the claim status.

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

Speaker speaker_2: Oh, yeah.

Speaker speaker_1: The name of the member?

Speaker speaker_2: Uh, the member name is Margarita. It's M-A-R-G-A-R-I-T-A and the last one is D-E-L-E-O-N.

Speaker speaker_1: I'm sorry, you said B-E-L-E-O-N?

Speaker speaker_2: O-N, yeah. It's Delta, Echo, Lima, Echo, Ox, oh, and N as in Nancy.

Speaker speaker_3: I'll make him pay.

Speaker speaker_4: Why? Why should I blow?

Speaker speaker_5: Sorry, what's happening-

Speaker speaker_1: I'm sorry, can you repeat your name for me?

Speaker speaker_2: Yeah, it's Anna, A-N-N-A. Last initial is Lee, L as in Victor.

Speaker speaker_1: Okay, bear with me one moment.

Speaker speaker_2: Yeah, sure.

Speaker speaker_3: Bhai, muh mat khulke. Main socha kya kehun. Rupaiyan di vidiyak chal gayi hai.

Speaker speaker_4: 2023-

Speaker speaker_1: Okay, I'm sorry repeat that last name for me one more time. You said B as in boy, E as in echo, L as in Lima-

Speaker speaker_2: No, no, no.

Speaker speaker_1: ... E as in echo?

Speaker speaker_2: No, it's D as in delta, E as in echo, L as in Lima, E as in echo, O as in ox, N as in Nancy.

Speaker speaker_3: Office close madhura hai.

Speaker speaker_1: And date of birth?

Speaker speaker_2: Date of birth is March 21st, 1997.

Speaker speaker_3: 2023-

Speaker speaker_1: Okay, do you know if this is a policyholder or if it's a dependent?

Speaker speaker_2: Hmm. Oh, it's a policyholder.

Speaker speaker_3: But it's not any... It's not showing-

Speaker speaker_1: Okay, I'm not showing an account with that name and date of birth.

Speaker speaker_3: My 1997...

Speaker speaker_2: Oh, do you require, like, any policy number or something?

Speaker speaker_1: No, I don't think so. Give me one second, actually I have here...

Speaker speaker_2: Yeah.

Speaker speaker_1: 03/21/97, you said, correct?

Speaker speaker_2: Yeah, that's correct.

Speaker speaker_1: Okay, what's the date of service?

Speaker speaker_2: Date of service is November 4th, 2024. Charge amount \$528 and even.

Speaker speaker_3: Okay, 2023-

Speaker speaker_1: Okay, I'm showing the member with active medical...

Speaker speaker_3: September 30th.

Speaker speaker_1: There's active medical for that day. Let me go ahead and switch, transfer you over to the insurance carrier so they can confirm that claim status for you.

Speaker speaker_2: Yep. Okay.

Speaker speaker_1: Bear with me one moment.

Speaker speaker_2: Sure.