

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who did I just say you were speaking with? This is Ms. Rhonda Grissom. And how can I assist you? I was calling about, uh, well, this, uh, invoice that I received. It said this is not a bill, but right now it's showing the total patient responsibility of \$278. Okay. And- And- What's the name of the staff agency you work for? Uh, MAU, Kimberly Clark. And the last four digits of your social? 6383. All righty. And you said Kimberly Clark? Yes. 6383. Okay, give me one... I'm not seeing- The- ... an account with your name. You said you work for MAU, correct? MAU, yes. Because I'm not showing an account with your name. So I wonder why that is when I'm looking at the, the invoice and this, uh, number over here was the number I just dialed. They say, "We will await information to confirm your eligibility, your eligibility from Benefits in a Card. Upon receipt of this information, we will continue processing your claim. If you have any questions, please call Benefits in a Card at 800-497-4856." All right. I'm not- So it's supposed to be just a, a dental, this invoice, invoice is for my dental, for my dentist. For your dentist. Okay, it did transfer you over to American Public Life and that's the agency that handles the, um, the dental coverage. Okay. But I'm not seeing a, uh, an account with your name in our system. Okay. So I don't know what's going on with that. It's always something. Ever since I, I been having this insurance three years, and it's always something going on. No worries. Let me get you over to the insurance carrier, okay? All right. Thanks.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who did I just say you were speaking with?

Speaker speaker_1: This is Ms. Rhonda Grissom.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I was calling about, uh, well, this, uh, invoice that I received. It said this is not a bill, but right now it's showing the total patient responsibility of \$278.

Speaker speaker_0: Okay. And-

Speaker speaker_1: And-

Speaker speaker_0: What's the name of the staff agency you work for?

Speaker speaker_1: Uh, MAU, Kimberly Clark.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 6383.

Speaker speaker_0: All righty. And you said Kimberly Clark?

Speaker speaker_1: Yes.

Speaker speaker_0: 6383. Okay, give me one... I'm not seeing-

Speaker speaker_1: The-

Speaker speaker_0: ... an account with your name. You said you work for MAU, correct?

Speaker speaker_1: MAU, yes.

Speaker speaker_0: Because I'm not showing an account with your name.

Speaker speaker_1: So I wonder why that is when I'm looking at the, the invoice and this, uh, number over here was the number I just dialed. They say, "We will await information to confirm your eligibility, your eligibility from Benefits in a Card. Upon receipt of this information, we will continue processing your claim. If you have any questions, please call Benefits in a Card at 800-497-4856."

Speaker speaker_0: All right. I'm not-

Speaker speaker_1: So it's supposed to be just a, a dental, this invoice, invoice is for my dental, for my dentist.

Speaker speaker_0: For your dentist. Okay, it did transfer you over to American Public Life and that's the agency that handles the, um, the dental coverage.

Speaker speaker_1: Okay.

Speaker speaker_0: But I'm not seeing a, uh, an account with your name in our system.

Speaker speaker_1: Okay. So I don't know what's going on with that. It's always something. Ever since I, I been having this insurance three years, and it's always something going on.

Speaker speaker_0: No worries. Let me get you over to the insurance carrier, okay?

Speaker speaker_1: All right. Thanks.