

Transcript: Pearl

Rojas-4894402200780800-5655100744843264

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I, the pleasure to speak with? Uh, good morning. My name is Cecile calling from St. Michael Medical Center on a recorded line and I would like to check if our member, if our patient is still eligible to use, uh, um, her insurance as a secondary payer. Okay. So she's a dep- she's a dependent. Oh, I'm sorry. You said the insurance- Um... ... is a secondary payer? Uh, yeah, for a secondary. Okay. What's the member's name? Name is Cassandra, that's, uh, C, uh, C for Charlie, A for Alpha, double S for Sam, A for Alpha. And for November, um, Delta Romeo Alpha. Okay. And the last name? The last name is Burke, yeah, that's B for Bravo, Uniform, Romeo, Kilo, Echo. Okay. And can you confirm the date of birth, please? Um, July 23, 1979. I'm not showing an account with that name. I mean, with that date of birth. I'm sorry. Okay. Um, do you know if she's a dependent or if she's a policyholder? Um, I'll check because we don't have an ID on file, so... Um, it shows here that, uh, for the type is non-dependent so it is possible that should, uh, she should be the, um, policy- Policy. ... holder or primary insurer. Okay. With that in... Wait, the name and date of birth you gave me, I don't have a account. Does... Did they provide you with a card or just her phone number? Um, phone number and also a subscriber ID. Um, can you check using that? No, I... The subscriber ID doesn't work for me. That only works for the insurance carrier. Um... Mm-hmm. Did she give you a name of the insurance carrier or anything else? Um, the, uh, name... Yeah, the, uh, name of the, uh, um, insurance is Allstate Workplace Division. So I'm not sure if... Okay. No, that's We don't have that here. But then, um... Okay. I see. Okay. Yeah. Can you refer her to public benefits- But then if we don't have her record. ... like an ID to prove benefit, and we don't have... Yeah. We don't have an account for her. I see. Okay. No problem. Thank you so much, though. Have a good day. Thank you. You as well.

Conversation Format

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

Speaker speaker_1: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I, the pleasure to speak with?

Speaker speaker_2: Uh, good morning. My name is Cecile calling from St. Michael Medical Center on a recorded line and I would like to check if our member, if our patient is still eligible to use, uh, um, her insurance as a secondary payer.

Speaker speaker_1: Okay. So she's a dep- she's a dependent. Oh, I'm sorry. You said the insurance-

Speaker speaker_2: Um...

Speaker speaker_1: ... is a secondary payer?

Speaker speaker_2: Uh, yeah, for a secondary.

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

Speaker speaker_2: Name is Cassandra, that's, uh, C, uh, C for Charlie, A for Alpha, double S for Sam, A for Alpha. And for November, um, Delta Romeo Alpha.

Speaker speaker_1: Okay. And the last name?

Speaker speaker_2: The last name is Burke, yeah, that's B for Bravo, Uniform, Romeo, Kilo, Echo.

Speaker speaker_1: Okay. And can you confirm the date of birth, please?

Speaker speaker_2: Um, July 23, 1979.

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

Speaker speaker_2: Okay.

Speaker speaker_1: Um, do you know if she's a dependent or if she's a policyholder?

Speaker speaker_2: Um, I'll check because we don't have an ID on file, so... Um, it shows here that, uh, for the type is non-dependent so it is possible that should, uh, she should be the, um, policy-

Speaker speaker_1: Policy.

Speaker speaker_2: ... holder or primary insurer.

Speaker speaker_1: Okay. With that in... Wait, the name and date of birth you gave me, I don't have a account. Does... Did they provide you with a card or just her phone number?

Speaker speaker_2: Um, phone number and also a subscriber ID. Um, can you check using that?

Speaker speaker_1: No, I... The subscriber ID doesn't work for me. That only works for the insurance carrier. Um...

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Did she give you a name of the insurance carrier or anything else?

Speaker speaker_2: Um, the, uh, name... Yeah, the, uh, name of the, uh, um, insurance is Allstate Workplace Division. So I'm not sure if...

Speaker speaker_1: Okay. No, that's

Speaker speaker_3: We don't have that here. But then, um...

Speaker speaker_1: Okay.

Speaker speaker_2: I see. Okay.

Speaker speaker_1: Yeah. Can you refer her to public benefits-

Speaker speaker_3: But then if we don't have her record.

Speaker speaker_1: ... like an ID to prove benefit, and we don't have... Yeah. We don't have an account for her.

Speaker speaker_2: I see. Okay. No problem. Thank you so much, though. Have a good day.

Speaker speaker_1: Thank you. You as well.