

Transcript: Pearl

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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 can I speak with? Hey, Pearl, my name is Grace, calling on behalf of Holly Tree Pediatric Dentistry. How can I assist you today? Um, just received an explanation of benefits on a patient. Uh, no payment was made and basically the remarks were stated that, "We are waiting for information to confirm eligibility for Benefits in a Card. Upon receipt of this information, we will continue to process your claim. If you have any questions, please call." So, that's why I'm calling you today. Uh, just to see if it's a subscriber needs to call you kind of situation or where we need to go as far as getting this processed and paid. All righty. Let me go ahead and take a look here. The patient is a dependent, correct? Mm-hmm. Okay. What is the name of the policyholder? Do you know? David Moser. M-O-S-E-R. Would you happen to have a date of birth on Mr. Moser? Yes. Let me get that pulled up. His date of birth is April 5th of 1979. Okay. Let's take a look here. And what is the pa- the mem- the patient's name, the member's name? Hunter Moser. All right. Let me see. We've got a Hunter here. And when was the date of service? December... excuse me, 20th of last year. December 20th. Okay. I am showing active coverage for them from Blue Cross family. Let me go ahead and get you over to the insurance carrier, see if they can get you some further, uh, information on that claim. Okay? Thank you. No problem. Thank you so much for calling. You have a great day. 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 can I speak with?

Speaker speaker_2: Hey, Pearl, my name is Grace, calling on behalf of Holly Tree Pediatric Dentistry.

Speaker speaker_1: How can I assist you today?

Speaker speaker_2: Um, just received an explanation of benefits on a patient. Uh, no payment was made and basically the remarks were stated that, "We are waiting for information to confirm eligibility for Benefits in a Card. Upon receipt of this information, we will continue to process your claim. If you have any questions, please call." So, that's why I'm calling you today. Uh, just to see if it's a subscriber needs to call you kind of situation or where we need to go as far as getting this processed and paid.

Speaker speaker_1: All righty. Let me go ahead and take a look here. The patient is a dependent, correct?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. What is the name of the policyholder? Do you know?

Speaker speaker_2: David Moser. M-O-S-E-R.

Speaker speaker_1: Would you happen to have a date of birth on Mr. Moser?

Speaker speaker_2: Yes. Let me get that pulled up. His date of birth is April 5th of 1979.

Speaker speaker_1: Okay. Let's take a look here. And what is the pa- the mem- the patient's name, the member's name?

Speaker speaker_2: Hunter Moser.

Speaker speaker_1: All right. Let me see. We've got a Hunter here. And when was the date of service?

Speaker speaker_2: December... excuse me, 20th of last year.

Speaker speaker_1: December 20th. Okay. I am showing active coverage for them from Blue Cross family. Let me go ahead and get you over to the insurance carrier, see if they can get you some further, uh, information on that claim. Okay?

Speaker speaker_2: Thank you.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: Mm-hmm.