

Transcript: Pearl

Rojas-4985843001769984-4965224407285760

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl *f*, and I'm a pleasure speaking with. Hi, good afternoon. This is Sam, S as in Sierra, I as in Alpha, M as in Mike. My name's, last names first, is JJ Hashen Juliet. Uh, I'm calling from Thomas Jefferson University. I'd like to check whether the authorization is required for observation patient or not. I'm sorry, repeat that? You wanted to see if what? Uh, yeah, I just want to check whether the authorization is required for observation or not. Can you help me with that please? If... I'm sorry, if the authorized- Oh, no. Yeah. ... systems are equipped for- No, observation. ... observation? Yeah. Yes, correct. The patient was admitted in observation. I just want to check whether the authorization is required for observation or not. Okay, got it. What is the member's name? Uh, just a second. The member's name, well, let me provide it for you. The member's name is Michael Sullivan, Sullivan. And the date of birth is 9-17-1980. Uh- 19-80. Can I spell it for you? Uh, yes, it's correct. 9-17-1980. Okay, one moment. All righty, and- No problem. Take your time. Let's see here. So the member does have active medical and preventative health. Let me get you over to the insurance carrier to confirm whether that is a covered service. Okay? Okay. I just want to check whether the authorization is required or not. Is it- Correct. I would have to- ... authorization for this patient? Correct. Correct. Okay. I would have to transfer you over to the insurance carrier before you can confirm that information, before they can confirm that information. Uh, okay. Thank you. No problem. Thank you for calling Medical- Is there any particular number to the department? Of course. Just let me know when you're ready, I can provide that to you. Okay. 800-256-8606. Okay. Thank you so much. Uh, can you transfer me now to the department, please? Yes, sir. Have a great day. Yep. You too. Bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl *f*, and I'm a pleasure speaking with.

Speaker speaker_1: Hi, good afternoon. This is Sam, S as in Sierra, I as in Alpha, M as in Mike. My name's, last names first, is JJ Hashen Juliet. Uh, I'm calling from Thomas Jefferson University. I'd like to check whether the authorization is required for observation patient or not.

Speaker speaker_0: I'm sorry, repeat that? You wanted to see if what?

Speaker speaker_1: Uh, yeah, I just want to check whether the authorization is required for observation or not. Can you help me with that please?

Speaker speaker_0: If... I'm sorry, if the authorized-

Speaker speaker_1: Oh, no. Yeah.

Speaker speaker_0: ... systems are equipped for-

Speaker speaker_1: No, observation.

Speaker speaker_0: ... observation?

Speaker speaker_1: Yeah. Yes, correct. The patient was admitted in observation. I just want to check whether the authorization is required for observation or not.

Speaker speaker_0: Okay, got it. What is the member's name?

Speaker speaker_1: Uh, just a second. The member's name, well, let me provide it for you. The member's name is Michael Sullivan, Sullivan. And the date of birth is 9-17-1980. Uh-

Speaker speaker_0: 19-80.

Speaker speaker_1: Can I spell it for you? Uh, yes, it's correct. 9-17-1980.

Speaker speaker_0: Okay, one moment. All righty, and-

Speaker speaker_1: No problem. Take your time.

Speaker speaker_0: Let's see here. So the member does have active medical and preventative health. Let me get you over to the insurance carrier to confirm whether that is a covered service. Okay?

Speaker speaker_1: Okay. I just want to check whether the authorization is required or not. Is it-

Speaker speaker_0: Correct. I would have to-

Speaker speaker_1: ... authorization for this patient?

Speaker speaker_0: Correct. Correct.

Speaker speaker_1: Okay.

Speaker speaker_0: I would have to transfer you over to the insurance carrier before you can confirm that information, before they can confirm that information.

Speaker speaker_1: Uh, okay. Thank you.

Speaker speaker_0: No problem. Thank you for calling Medical-

Speaker speaker_1: Is there any particular number to the department?

Speaker speaker_0: Of course. Just let me know when you're ready, I can provide that to you.

Speaker speaker_1: Okay.

Speaker speaker_0: 800-256-8606.

Speaker speaker_1: Okay. Thank you so much. Uh, can you transfer me now to the department, please?

Speaker speaker_0: Yes, sir. Have a great day. Yep.

Speaker speaker_1: You too. Bye.