

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Jennifer. And how can I assist you? Um, is... I'm just wondering, is this the phone number for, uh, plan administrators? Yes. It is? Mm-hmm. Okay. Um, I just needed to verify coverage for a patient. Okay. And what's the member's name? Uh, Teresa Datcher. D as in David, A-T-C-H-E-R. Teresa, T-E-R-E-S-A? Yes. And you said D-A... T-C-H-E-R? Correct. Give me one moment. I'm not showing a member with that name. Do you know if that's the policyholder or if it's a dependent? Um, let me see. Oops, let me go back. I have this ... Her name is on the card. Um, can I give you the date of birth? What is the date of birth? It is 5/25/70. No, I'm not getting anything with that name and date of birth. Okay. So, is there a different number we should call? Uh, I guess because we've... I'm just confused. I've got a verification team. They called the number I'm calling now and it says, you know, no coverage, and then we call a different number and they say they do have coverage. I just want to make sure- Okay. What does that card say? Um, let's see. Limited benefit plan. I'm just saying without, with that... We didn't have the card previously. So is there like a, a generic number we can call to see where... to be transferred to the right group? Well, the, um... There should be a number on that card for you guys, for you to call, um, for verification. We do recommend... We do suggest to the members that if they don't have a card, they can give us... them our num- the... give the providers our number and we can verify coverage and then send them over to the right, um, insurance carrier depending on what service it is. Uh-huh. But I'm not, but I'm not finding this person in our system to even- So can I, can I give you the member ID? That won't work for me. Um, if the card... So the card says limited benefits then? Is it for a medical appointment or is it dental? Medical. Medical. And it says limited benefit. Okay, so that would be, um, the American Public Life card. I can transfer you to them and see if they find her in their system. But as far as our system, I'm not seeing her, so I'm not able to confirm whether she has coverage or not. I just... I guess I just was thinking I needed to change the phone number in our payer profile, um, because we didn't think she had coverage and then, you know, they don't always have their cards. So, um, I don't, I don't know where they got this from. Anyway, um... Okay. So that's, that's okay. Um, I've got another number I'm going to try. So, uh, since I had... do have the card now. Okay. Um, I just was wondering if there was just a, you know, a main line that we could call in the future. Yeah. Normally if, if they, um... normally that you could call us and we'll be able to transfer you once we ver- um, verify that they have service and we'll transfer you to the right place. Okay. Um, so you can confirm your... the specific service you're going for, but I'm not the number provider in the system so I can't- Yes. So, so that's weird because when we call this other number, they say that she is active. It could be that she's a dependent on the policy. Um... Oh, even though her name's on the card, it could be, um, uh, somebody different. Um, no, if her card... if her

name's on the card, then she is a policyholder. And then... but it doesn't... So the name is T-E-R-E-S-A D-A-T-C-H-E-R. Mm-hmm. Mm-hmm. And I'm really not sure. I have the payer ID 37287. No, I, I don't... None of those numbers on that card would work for my system. They would work for the insurance carrier, but they won't work for us. I gotcha. Okay. Um, do you have her phone number? Uh, yes, I do. What is that? It is 419-026881. And can you tell me the name of the group on that card? It should have a group name. Elwood Staffing Services. Let me see. No, I'm not seeing an account. Okay. Okay, it's fine. Um, we may just have the wrong payer on... assigned. Um, but we'll... I'll, I'll try this other number that she gave us. All righty. Thank you so much for calling. Have a good day. Thank you. You too. Bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Jennifer.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, is... I'm just wondering, is this the phone number for, uh, plan administrators?

Speaker speaker_0: Yes.

Speaker speaker_1: It is?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. Um, I just needed to verify coverage for a patient.

Speaker speaker_0: Okay. And what's the member's name?

Speaker speaker_1: Uh, Teresa Datcher. D as in David, A-T-C-H-E-R.

Speaker speaker_0: Teresa, T-E-R-E-S-A?

Speaker speaker_1: Yes.

Speaker speaker_0: And you said D-A... T-C-H-E-R?

Speaker speaker_1: Correct.

Speaker speaker_0: Give me one moment. I'm not showing a member with that name. Do you know if that's the policyholder or if it's a dependent?

Speaker speaker_1: Um, let me see. Oops, let me go back.

Speaker speaker_2: I have this ...

Speaker speaker_1: Her name is on the card. Um, can I give you the date of birth?

Speaker speaker_0: What is the date of birth?

Speaker speaker_1: It is 5/25/70.

Speaker speaker_0: No, I'm not getting anything with that name and date of birth.

Speaker speaker_1: Okay. So, is there a different number we should call? Uh, I guess because we've... I'm just confused. I've got a verification team. They called the number I'm calling now and it says, you know, no coverage, and then we call a different number and they say they do have coverage. I just want to make sure-

Speaker speaker_0: Okay. What does that card say?

Speaker speaker_1: Um, let's see. Limited benefit plan. I'm just saying without, with that... We didn't have the card previously. So is there like a, a generic number we can call to see where... to be transferred to the right group?

Speaker speaker_0: Well, the, um... There should be a number on that card for you guys, for you to call, um, for verification. We do recommend... We do suggest to the members that if they don't have a card, they can give us... them our num- the... give the providers our number and we can verify coverage and then send them over to the right, um, insurance carrier depending on what service it is.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: But I'm not, but I'm not finding this person in our system to even-

Speaker speaker_1: So can I, can I give you the member ID?

Speaker speaker_0: That won't work for me. Um, if the card... So the card says limited benefits then? Is it for a medical appointment or is it dental?

Speaker speaker_1: Medical.

Speaker speaker_0: Medical. And it says limited benefit. Okay, so that would be, um, the American Public Life card. I can transfer you to them and see if they find her in their system. But as far as our system, I'm not seeing her, so I'm not able to confirm whether she has coverage or not.

Speaker speaker_1: I just... I guess I just was thinking I needed to change the phone number in our payer profile, um, because we didn't think she had coverage and then, you know, they don't always have their cards. So, um, I don't, I don't know where they got this from. Anyway, um...

Speaker speaker_0: Okay.

Speaker speaker_1: So that's, that's okay. Um, I've got another number I'm going to try. So, uh, since I had... do have the card now.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, I just was wondering if there was just a, you know, a main line that we could call in the future.

Speaker speaker_0: Yeah. Normally if, if they, um... normally that you could call us and we'll be able to transfer you once we ver- um, verify that they have service and we'll transfer you to the right place.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, so you can confirm your... the specific service you're going for, but I'm not the number provider in the system so I can't-

Speaker speaker_1: Yes. So, so that's weird because when we call this other number, they say that she is active.

Speaker speaker_2: It could be that she's a dependent on the policy. Um...

Speaker speaker_1: Oh, even though her name's on the card, it could be, um, uh, somebody different.

Speaker speaker_0: Um, no, if her card... if her name's on the card, then she is a policyholder. And then... but it doesn't... So the name is T-E-R-E-S-A D-A-T-C-H-E-R.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: And I'm really not sure.

Speaker speaker_1: I have the payer ID 37287.

Speaker speaker_0: No, I, I don't... None of those numbers on that card would work for my system. They would work for the insurance carrier, but they won't work for us.

Speaker speaker_1: I gotcha. Okay.

Speaker speaker_0: Um, do you have her phone number?

Speaker speaker_1: Uh, yes, I do.

Speaker speaker_0: What is that?

Speaker speaker_1: It is 419-026881.

Speaker speaker_0: And can you tell me the name of the group on that card? It should have a group name.

Speaker speaker_1: Elwood Staffing Services.

Speaker speaker_0: Let me see. No, I'm not seeing an account.

Speaker speaker_1: Okay. Okay, it's fine. Um, we may just have the wrong payer on... assigned. Um, but we'll... I'll, I'll try this other number that she gave us.

Speaker speaker_0: All righty. Thank you so much for calling. Have a good day.

Speaker speaker_1: Thank you.

Speaker speaker_0: You too. Bye.