

Transcript: Pearl

Rojas-5422872523096064-5865929185869824

Full Transcript

Good morning. Thank you for calling Benefits and a Card. My name is Pearl, who do I have the pleasure of speaking with? Uh, yes, my name is Linda. I am calling from Jefferson OBGYN. And, um, I have a patient in here now and I need to verify that she's eligible for medical benefits for GYN specialists. Okay, what's the ID number? Uh, the ID number is D as in David, 4540. Sorry. Uh-huh? No, I need the, the name of the member. Oh, okay. Last name, M-e-a-t-h. First name, Maybelline. Bear with me one moment. Mm-hmm. And what is her date of birth? Um... Let me get out of this. Who was her, when she was born? Um... Yes, that's it, there's only one page. Thank you. Sorry. Her birthday is gonna be 5-18-86. All righty. And repeat your name for me? You said your name was Linda? Yes, uh-huh. I'm calling from- Okay. ... Jefferson University Hospital. Do you want our NPI number or tax ID? No, we're good. What is her date of birth? It's today, patient's here today. She's seeing a specialist- Okay. ... OBGYN, Dr. TC. Okay, number does have to be- I'm reading the... Thank you. Uh-huh, 'cause I'm reading it and it says, "Preventive services only." Yes, ma'am. So that is the plan she is, uh, active under. It's a preventative health plan with telehealth services. If you'd like, I can get you over to the insurance carrier and they can confirm whether that visit is a covered service. So, she's active. Well, what, what did you say after that? I didn't hear you. Okay. She's enrolled in a preventative health plan. If you'd like, I can send you over to the insurance carrier. She's enrolled for preventative health? Yes. Okay. But she's- So when we say prevented... So when you say preventative health, is a GYN, like an annual, things of that nature considered preventative on her plan? Um, well, that's what I'm, I was gonna, I was telling you. I'm gonna go ahead and send you over to the, to the insurance carrier and they can confirm whether that's a covered service or not. Okay, okay. Thank you. Bear with me one moment. No problem. Uh-huh. 4-1-0-7-2-6-6-3.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits and a Card. My name is Pearl, who do I have the pleasure of speaking with?

Speaker speaker_1: Uh, yes, my name is Linda. I am calling from Jefferson OBGYN. And, um, I have a patient in here now and I need to verify that she's eligible for medical benefits for GYN specialists.

Speaker speaker_0: Okay, what's the ID number?

Speaker speaker_1: Uh, the ID number is D as in David, 4540.

Speaker speaker_0: Sorry.

Speaker speaker_1: Uh-huh?

Speaker speaker_0: No, I need the, the name of the member.

Speaker speaker_1: Oh, okay. Last name, M-e-a-t-h. First name, Maybelline.

Speaker speaker_0: Bear with me one moment.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And what is her date of birth?

Speaker speaker_1: Um...

Speaker speaker_0: Let me get out of this.

Speaker speaker_1: Who was her, when she was born? Um... Yes, that's it, there's only one page. Thank you. Sorry. Her birthday is gonna be 5-18-86.

Speaker speaker_0: All righty. And repeat your name for me? You said your name was Linda?

Speaker speaker_1: Yes, uh-huh. I'm calling from-

Speaker speaker_0: Okay.

Speaker speaker_1: ... Jefferson University Hospital. Do you want our NPI number or tax ID?

Speaker speaker_0: No, we're good. What is her date of birth?

Speaker speaker_1: It's today, patient's here today. She's seeing a specialist-

Speaker speaker_0: Okay.

Speaker speaker_1: ... OBGYN, Dr. TC.

Speaker speaker_0: Okay, number does have to be-

Speaker speaker_1: I'm reading the...

Speaker speaker_0: Thank you.

Speaker speaker_1: Uh-huh, 'cause I'm reading it and it says, "Preventive services only."

Speaker speaker_0: Yes, ma'am. So that is the plan she is, uh, active under. It's a preventative health plan with telehealth services. If you'd like, I can get you over to the insurance carrier and they can confirm whether that visit is a covered service.

Speaker speaker_1: So, she's active. Well, what, what did you say after that? I didn't hear you. Okay.

Speaker speaker_0: She's enrolled in a preventative health plan. If you'd like, I can send you over to the insurance carrier.

Speaker speaker_1: She's enrolled for preventative health?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay.

Speaker speaker_0: But she's-

Speaker speaker_1: So when we say prevented... So when you say preventative health, is a GYN, like an annual, things of that nature considered preventative on her plan?

Speaker speaker_0: Um, well, that's what I'm, I was gonna, I was telling you. I'm gonna go ahead and send you over to the, to the insurance carrier and they can confirm whether that's a covered service or not.

Speaker speaker_1: Okay, okay. Thank you.

Speaker speaker_0: Bear with me one moment. No problem.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: 4-1-0-7-2-6-6-3.