

Transcript: Pearl

Rojas-5465458502844416-5707843572908032

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hurado, how may I assist you? Hi, Pearl, my name is Nikki. How can I assist you? I have a explanation of benefits here, um, that looks like it's for a claim that's not being processed due to awaiting information. I'm just looking to see if I can get what information is needed, if I can help out at all. Okay. Um, what is the name of the member? Holly Kotchman. And you said Holly Patchman? Kotchman. K-O-T-C-H-M-A-N. And if you can verify the date of birth. 01/15/1985. All righty. And what is the date of service? Looks like it is January 9th of '25. You might not have- January 9th of '25. January 9th of '25. Okay, let's see here. I am showing this member with active medical coverage. Um, let me go ahead and get you over to the insurance carrier so they can assist you with that claim, okay? Okay, thank you. No problem. Sorry about that. Thank you so much for calling. Have a good day. Thanks, you too. And you don't need a lot at all.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hurado, how may I assist you?

Speaker speaker_1: Hi, Pearl, my name is Nikki.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: I have a explanation of benefits here, um, that looks like it's for a claim that's not being processed due to awaiting information. I'm just looking to see if I can get what information is needed, if I can help out at all.

Speaker speaker_0: Okay. Um, what is the name of the member?

Speaker speaker_1: Holly Kotchman.

Speaker speaker_0: And you said Holly Patchman?

Speaker speaker_1: Kotchman. K-O-T-C-H-M-A-N.

Speaker speaker_0: And if you can verify the date of birth.

Speaker speaker_1: 01/15/1985.

Speaker speaker_0: All righty. And what is the date of service?

Speaker speaker_1: Looks like it is January 9th of '25.

Speaker speaker_2: You might not have-

Speaker speaker_0: January 9th of '25. January 9th of '25. Okay, let's see here. I am showing this member with active medical coverage. Um, let me go ahead and get you over to the insurance carrier so they can assist you with that claim, okay?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem. Sorry about that. Thank you so much for calling. Have a good day.

Speaker speaker_1: Thanks, you too.

Speaker speaker_2: And you don't need a lot at all.