

Transcript: Pearl

Rojas-5674520167104512-6292292895031296

Full Transcript

Hi. Good morning. Thank you for calling Benefits ... My name is Pearl. Who do I have the pleasure of speaking with? Good morning, Pearl. My name is Rhonda. I'm calling with the Michigan Department of Health and Human Services, just trying to- Okay. ... verify eligibility. Okay. And what is the name of the member? Um, yes, looks like this is a dependent. The name, first name is Sarah and last name is Hensley. Okay. H-E-N-S-L-E-Y. Okay. So I would need the name of the policyholder. Yep, that looks, that looks like it would be first name Elvis. It looks like the last name is different. It's Osler, O-S-L-E-R. And then spell the first name for me. Mm-hmm. It's E-L-V-I-S. Okay. Let's see if I have that member. Um, and you said you're-you're looking for eligibility? Yes, please. Okay. So let me... Uh, what I'm, what I'm trying to see here is- Mm-hmm. ... you're wanting to know if the member is eligible to get coverage for the dependent or if they currently have coverage? If they currently, yeah, have coverage, like the eligibility start date and, like, verify that this is commercial medical coverage. I don't know, I've not heard of this benefits in the card, so... Yep. So we're just the healthcare administrators, their limited benefit plans. At the moment, the policyholder and the dependent don't have any, have coverage at all. They're not enrolled in any plans. Okay. What... Were they... Um, it looks like we were shown coverage possibly October 4th of 2021 to sometime in April of 2024. Um, so I have from October of '21 until January of 20... uh, until February of '22. Or I'm sorry- '22? January of '22. Mm-hmm. So January, like the 1st of January then or... The last date is- ... when did they determine? ... January 2nd of '22. January 2nd of 2022. Okay. And then, is that... Looks like the policy number that came over to me, Pearl, it just has 9420. Is that correct or is there a different policy number? I'm giving you a call checking. Um, I'm not sure. I wouldn't... I don't have the policy number. I can get you to the medical, um, carrier and they can provide a policy number for you. Okay. Um, but, uh, those are the dates I'm showing. Okay. Yeah, that would be great if I could confirm what the policy and group number are. All right. Bear with me just one moment. Okay. Thank you for your help. I appreciate it. No problem. Thank you for calling. You have a great day. Mm-hmm. You too.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits ... My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Good morning, Pearl. My name is Rhonda. I'm calling with the Michigan Department of Health and Human Services, just trying to-

Speaker speaker_0: Okay.

Speaker speaker_1: ... verify eligibility.

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

Speaker speaker_1: Um, yes, looks like this is a dependent. The name, first name is Sarah and last name is Hensley.

Speaker speaker_0: Okay.

Speaker speaker_1: H-E-N-S-L-E-Y.

Speaker speaker_0: Okay. So I would need the name of the policyholder.

Speaker speaker_1: Yep, that looks, that looks like it would be first name Elvis. It looks like the last name is different. It's Osler, O-S-L-E-R.

Speaker speaker_0: And then spell the first name for me.

Speaker speaker_1: Mm-hmm. It's E-L-V-I-S.

Speaker speaker_0: Okay. Let's see if I have that member. Um, and you said you're- you're looking for eligibility?

Speaker speaker_1: Yes, please.

Speaker speaker_0: Okay. So let me... Uh, what I'm, what I'm trying to see here is-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... you're wanting to know if the member is eligible to get coverage for the dependent or if they currently have coverage?

Speaker speaker_1: If they currently, yeah, have coverage, like the eligibility start date and, like, verify that this is commercial medical coverage. I don't know, I've not heard of this benefits in the card, so...

Speaker speaker_0: Yep. So we're just the healthcare administrators, their limited benefit plans. At the moment, the policyholder and the dependent don't have any, have coverage at all. They're not enrolled in any plans.

Speaker speaker_1: Okay. What... Were they... Um, it looks like we were shown coverage possibly October 4th of 2021 to sometime in April of 2024.

Speaker speaker_0: Um, so I have from October of '21 until January of 20... uh, until February of '22. Or I'm sorry-

Speaker speaker_1: '22?

Speaker speaker_0: January of '22. Mm-hmm.

Speaker speaker_1: So January, like the 1st of January then or...

Speaker speaker_0: The last date is-

Speaker speaker_1: ... when did they determine?

Speaker speaker_0: ... January 2nd of '22.

Speaker speaker_1: January 2nd of 2022. Okay. And then, is that... Looks like the policy number that came over to me, Pearl, it just has 9420. Is that correct or is there a different policy number? I'm giving you a call checking.

Speaker speaker_0: Um, I'm not sure. I wouldn't... I don't have the policy number. I can get you to the medical, um, carrier and they can provide a policy number for you.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but, uh, those are the dates I'm showing.

Speaker speaker_1: Okay. Yeah, that would be great if I could confirm what the policy and group number are.

Speaker speaker_0: All right. Bear with me just one moment.

Speaker speaker_1: Okay. Thank you for your help. I appreciate it.

Speaker speaker_0: No problem. Thank you for calling. You have a great day.

Speaker speaker_1: Mm-hmm. You too.