

Transcript: Pearl

Rojas-5840376385814528-5793523527106560

Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is . How may I assist you?
Hi. Yes, ma'am. My name is Lisa, last initial is S. I'm calling from Piedmont Hospital. How can I assist you? Uh, yes, ma'am, I am calling to verify if a patient is active under, uh, this, uh, American Public Life. Okay. What's the name of the member? The ID number is D as in dog, 437-32-456. No, I'm sorry. The name of the member. Oh, the name of the member. Her name is Sherry, S-H-E-R-R-Y, Brown. B-R-A-N? B-R-O-W-N, mm-hmm. Oh, Brown. Okay. Date of birth? Uh, 2-27-1970. And do you know if she's a dependent or the policyholder? She is, mm-hmm. She's the policyholder? Yes, mm-hmm. Um, repeat the date of birth for me. Uh, 2-27-1970. Not seeing her in our system. No? Mm-mm. Hmm. Okay. Hmm. And this is American Public Life, right? Um, no. We're Benefits in a Card. We're the healthcare administrators. Um, we're able to confirm whether she has active coverage or not. Um, but I'm not even showing her in the system. I can get you over to American Public Life, see if they have a policy on her. Yeah. That's who I needed to be transferred to. The other lady transferred me to you. Mm-hmm. Okay. Bear with me one moment.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is . How may I assist you?

Speaker speaker_1: Hi. Yes, ma'am. My name is Lisa, last initial is S. I'm calling from Piedmont Hospital.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Uh, yes, ma'am, I am calling to verify if a patient is active under, uh, this, uh, American Public Life.

Speaker speaker_0: Okay. What's the name of the member?

Speaker speaker_1: The ID number is D as in dog, 437-32-456.

Speaker speaker_0: No, I'm sorry. The name of the member.

Speaker speaker_1: Oh, the name of the member. Her name is Sherry, S-H-E-R-R-Y, Brown.

Speaker speaker_0: B-R-A-N?

Speaker speaker_1: B-R-O-W-N, mm-hmm.

Speaker speaker_0: Oh, Brown. Okay. Date of birth?

Speaker speaker_1: Uh, 2-27-1970.

Speaker speaker_0: And do you know if she's a dependent or the policyholder?

Speaker speaker_1: She is, mm-hmm.

Speaker speaker_0: She's the policyholder?

Speaker speaker_1: Yes, mm-hmm.

Speaker speaker_0: Um, repeat the date of birth for me.

Speaker speaker_1: Uh, 2-27-1970.

Speaker speaker_0: Not seeing her in our system.

Speaker speaker_1: No?

Speaker speaker_0: Mm-mm.

Speaker speaker_1: Hmm. Okay. Hmm. And this is American Public Life, right?

Speaker speaker_0: Um, no. We're Benefits in a Card. We're the healthcare administrators. Um, we're able to confirm whether she has active coverage or not. Um, but I'm not even showing her in the system. I can get you over to American Public Life, see if they have a policy on her.

Speaker speaker_1: Yeah. That's who I needed to be transferred to. The other lady transferred me to you. Mm-hmm.

Speaker speaker_0: Okay. Bear with me one moment.