

Transcript: Pearl

Rojas-6037729177944064-6184288695795712

Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. How may I assist you today? Um, yes. My name is, uh, Shalom and I work here at Magnolia Family Medical Practice in Corinth, Mississippi. Mm-hmm. And we have a patient that, um, has health insurance. Uh, her name is Christy, that's with a C. Meyers. May, uh, is it Meyers? Meyers. M-E-Y-E-R-S, date of birth 10/09/80. And, uh, we can't get any information on her insurance. I have to have that, you know, to put it in so we can file it. But, um, we're... I'm just needing some information on it. All right. Just give me one moment. All right, and... What is the... Is the date of service today? Yes. Okay. The member does have active coverage, um, medical and preventative health. Okay. What kind of... Is it a medical plan or is it preventative health? Um... What you need something for today? Huh? Is it for refills or? Yeah, it's just for a - It's routine. Um, I check her thyroid and the refills, like that. Let me go ahead and get you over to 90 Degree Benefits and they'll be able to issue their coverage, okay? Okay. Thank you. No problem. And clearly they've seen it too. Um, what is this thing called? Benefit Health? Benefits in a Card. It's been-

Conversation Format

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

Speaker speaker_1: Um, yes. My name is, uh, Shalom and I work here at Magnolia Family Medical Practice in Corinth, Mississippi.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And we have a patient that, um, has health insurance. Uh, her name is Christy, that's with a C.

Speaker speaker_0: Meyers.

Speaker speaker_1: May, uh, is it Meyers? Meyers. M-E-Y-E-R-S, date of birth 10/09/80. And, uh, we can't get any information on her insurance. I have to have that, you know, to put it in so we can file it. But, um, we're... I'm just needing some information on it.

Speaker speaker_0: All right. Just give me one moment. All right, and... What is the... Is the date of service today?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. The member does have active coverage, um, medical and preventative health.

Speaker speaker_1: Okay.

Speaker speaker_0: What kind of... Is it a medical plan or is it preventative health?

Speaker speaker_1: Um...

Speaker speaker_2: What you need something for today?

Speaker speaker_0: Huh?

Speaker speaker_2: Is it for refills or?

Speaker speaker_3: Yeah, it's just for a -

Speaker speaker_1: It's routine. Um, I check her thyroid and the refills, like that.

Speaker speaker_0: Let me go ahead and get you over to 90 Degree Benefits and they'll be able to issue their coverage, okay?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: No problem.

Speaker speaker_1: And clearly they've seen it too. Um, what is this thing called? Benefit Health?

Speaker speaker_3: Benefits in a Card.

Speaker speaker_1: It's been-