

Transcript: Pearl

Rojas-6066524417081344-6026383224913920

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who has the pleasure of speaking with? Hi. My name is Ingrid. I am calling from a provider's office. I have a patient here, um, and I just want to know, uh, if it's... this is the medical insurance, right? Correct. And that's the name of the insurance Benefit in a Card? No, ma'am. It depends on what plan the member's in and the, uh, different carriers. Can you help me to find out because he think he doesn't know what it... um, his, um, insurance. Okay. What's the name of the member? Name of the member? Uh, hold on. Do you want the, the, uh, member, um, or do you prefer... I have the information of the dependent. Is it the depend- is the account... so it's a, a dependent being seen or is it the policy holder? Depen- dependent. Okay. I need the policy holder's information. Okay. Give me a moment. Okay. Give me then, their name. May I have your ID? Give me just a moment. I will find out his ID, because it's... um, just a moment. Okay. I have the card holder. It's, um, birthday is July 30, 1974. It's for Daniel Plum- Plumly. Just bear with me one moment. You know how often they should check a client. Mm-hmm. No, I don't. Hello? Yes. How can I help you? First name here. See how your insurance card is? Mm-hmm. Okay. What's the dependent's name? The person here is, um, Gracie Bernardino. I'm sorry, you, you sound really muffled and distorted. Sorry. Um, first name of the, uh, dependent is Gracie Bernardino. Okay. Was it, and the date of service? Today. I need to see here. Okay. They both have active- Oh, okay. Yeah. All right. Okay. They both have active medical and preventative health coverage. Mm-hmm. So it just depends on what service, um, they are being... or the what service the dependent is having done to where you would... um, what card should be used. It's urgent care, so but there is... uh, I- I mean, give me some more. So, um, so I don't recognize this, um, insurance, to be honest. Uh, we don't ha- we do- we don't, we are not even aware with them. So I just want to know who's the insurance, um, company, like, maybe, um, Cigna, through Cigna, through Anthem or, um, or United Healthcare. Do you know that information? The insurance carrier's name is American Public Life. These are limited healthcare plans. Um, they're, they work through safety agencies. They're not big, big companies like Blue Cross or, um- I see. ... UnitedHealth. So yeah, we are not even aware with them anyway, so, um, uh- Well, they don't have a net- this medical plan doesn't have a network requirement. They just have to, the doctor obviously has to accept the insurance. Um, yeah, but that's, it's American Public Life. I can get you over to them and see if the service is covered and you can, um, get more information from them if you'd like. Um, yeah, I would like that. Um, uh, I don't know if they have MEP, I don't know, for benefits or for urgent care because we, we don't participate with this insurance anyways. Okay. I can go ahead and just reach over. Bear with me one moment. Okay.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who has the pleasure of speaking with?

Speaker speaker_1: Hi. My name is Ingrid. I am calling from a provider's office. I have a patient here, um, and I just want to know, uh, if it's... this is the medical insurance, right?

Speaker speaker_0: Correct.

Speaker speaker_1: And that's the name of the insurance Benefit in a Card?

Speaker speaker_0: No, ma'am. It depends on what plan the member's in and the, uh, different carriers.

Speaker speaker_1: Can you help me to find out because he think he doesn't know what it... um, his, um, insurance.

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

Speaker speaker_1: Name of the member? Uh, hold on. Do you want the, the, uh, member, um, or do you prefer... I have the information of the dependent.

Speaker speaker_0: Is it the depend- is the account... so it's a, a dependent being seen or is it the policy holder?

Speaker speaker_1: Depen- dependent.

Speaker speaker_0: Okay. I need the policy holder's information.

Speaker speaker_1: Okay. Give me a moment.

Speaker speaker_0: Okay. Give me then, their name.

Speaker speaker_1: May I have your ID?

Speaker speaker_2: Give me just a moment. I will find out his ID, because it's... um, just a moment. Okay. I have the card holder. It's, um, birthday is July 30, 1974. It's for Daniel Plum-Plumly.

Speaker speaker_0: Just bear with me one moment.

Speaker speaker_1: You know how often they should check a client.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: No, I don't.

Speaker speaker_0: Hello? Yes. How can I help you? First name here. See how your insurance card is?

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_0: What's the dependent's name?

Speaker speaker_1: The person here is, um, Gracie Bernardino.

Speaker speaker_0: I'm sorry, you, you sound really muffled and distorted.

Speaker speaker_1: Sorry. Um, first name of the, uh, dependent is Gracie Bernardino. Okay. Was it, and the date of service? Today. I need to see here.

Speaker speaker_0: Okay. They both have active-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: All right. Okay.

Speaker speaker_0: They both have active medical and preventative health coverage.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So it just depends on what service, um, they are being... or the what service the dependent is having done to where you would... um, what card should be used.

Speaker speaker_1: It's urgent care, so but there is... uh, I- I mean, give me some more. So, um, so I don't recognize this, um, insurance, to be honest. Uh, we don't ha- we do- we don't, we are not even aware with them. So I just want to know who's the insurance, um, company, like, maybe, um, Cigna, through Cigna, through Anthem or, um, or United Healthcare. Do you know that information?

Speaker speaker_0: The insurance carrier's name is American Public Life. These are limited healthcare plans. Um, they're, they work through safety agencies. They're not big, big companies like Blue Cross or, um-

Speaker speaker_1: I see.

Speaker speaker_0: ... UnitedHealth.

Speaker speaker_1: So yeah, we are not even aware with them anyway, so, um, uh-

Speaker speaker_0: Well, they don't have a net- this medical plan doesn't have a network requirement. They just have to, the doctor obviously has to accept the insurance. Um, yeah, but that's, it's American Public Life. I can get you over to them and see if the service is covered and you can, um, get more information from them if you'd like.

Speaker speaker_1: Um, yeah, I would like that. Um, uh, I don't know if they have MEP, I don't know, for benefits or for urgent care because we, we don't participate with this insurance anyways.

Speaker speaker_0: Okay. I can go ahead and just reach over. Bear with me one moment.

Speaker speaker_1: Okay.