Transcript: Pearl Rojas-6174203709440000-4798783651004416

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Ludelo, pleasure speaking with. Hi, Pearl, my name is Maribel. Okay. Um, I am calling regarding a claim for a patient. I think you guys might be requesting records. Okay. What's the name of the member? Uh, this is for Candace Danner. Candace, C-A-N-D-A-S-... uh, C-A-N-D-A-C-E? C-E? Yes. And then Danner, D-A-N-N-E-R? Yes. I'm not showing an account with that name. Um... Oh, let's see. I do have an ID number, I have a social. Um... What's the date of birth? Uh, date of birth is 6/14 of '86. Okay. Any of us the policy holder or is that the dependent? I see that she has a different ID. I'm looking at her card right... or a different last name. Uh, her last name on the Cigna card is Hugo, H-U-G-O. And I'm sorry, you said what kind of card was it? Uh, Cigna. Cigna and Officer. Hmm. No, I think you're calling the wrong place though. You called the wrong place. Okay. All right, no worries. Thank you. Yep. Have a great day. You too. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Ludelo, pleasure speaking with.

Speaker speaker_2: Hi, Pearl, my name is Maribel.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, I am calling regarding a claim for a patient. I think you guys might be requesting records.

Speaker speaker_1: Okay. What's the name of the member?

Speaker speaker_2: Uh, this is for Candace Danner.

Speaker speaker_1: Candace, C-A-N-D-A-S-... uh, C-A-N-D-A-C-E? C-E?

Speaker speaker_2: Yes.

Speaker speaker_1: And then Danner, D-A-N-N-E-R?

Speaker speaker_2: Yes.

Speaker speaker_1: I'm not showing an account with that name. Um...

Speaker speaker_2: Oh, let's see. I do have an ID number, I have a social. Um...

Speaker speaker_1: What's the date of birth?

Speaker speaker_2: Uh, date of birth is 6/14 of '86.

Speaker speaker_1: Okay. Any of us the policy holder or is that the dependent?

Speaker speaker_2: I see that she has a different ID. I'm looking at her card right... or a different last name. Uh, her last name on the Cigna card is Hugo, H-U-G-O.

Speaker speaker_1: And I'm sorry, you said what kind of card was it?

Speaker speaker_2: Uh, Cigna. Cigna and Officer.

Speaker speaker_1: Hmm. No, I think you're calling the wrong place though. You called the wrong place.

Speaker speaker_2: Okay. All right, no worries. Thank you.

Speaker speaker_1: Yep. Have a great day.

Speaker speaker_2: You too. Bye.