

Transcript: Pearl

Rojas-6181344367820800-6498864756899840

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling for Medical Card. My name is Pearl Hooda, who's speaking with? Uh, my name is Sumit. And how can I assist you? Yeah. So, um, I realized the names of my dependents on my, uh, medical policies are not correct. Um- Okay. ... I want to get them corrected. Okay. What's the name of the staffing agency you work for? Oxford Global Resources. And the last four digits of your social? 6639. Okay. 6639? Yes. Repeat your name for me. Sumit. S-U-M-I-T. Okay. And if you can confirm your address and date of birth. My date of birth is, uh, 20th March 1975, and address is 370 West Big Pine Drive, Lafayette, Indiana 47906. Okay. And your date of birth? March 20, 1975. Okay. And your phone number is 832-441-5315? That is correct. Okay. And you said you wanted to change... to correct your dependents' names? Yeah, that's right. Okay. And... Yeah, and, and are they all three wrong or which dependent is wrong? Uh, so the two names which are starting with A are actually wrong, so... Okay, so let's go ahead and start with, um, the A name born in 2004. How should that name be spelled? Yeah. So, uh, uh, the name is Aarushi, and I spell it as A-A-R-U-S-H-I. Okay. And then the, the last name is the same as yours, correct? That's correct. Okay, I went ahead and got that one updated. And the other one, what is the correct spelling? It is A-B-H-I-N-A-V, V for victory. N-A-V in the last. Okay. All righty. I went ahead and got, um, that information updated. I'll go ahead and reach out to my main office to have the insurance carrier update the names in the system, and you should be good to go. It'll take about 24 to 40 hours... 24 to 48 hours, but, um, I'll definitely have them update that system. Okay. Yeah. All right, your... Uh, I- I was validating these names and numbers because I think some, uh, dental people are coming to my kids' school, and they wanted to have me... their details updated in their system. Okay. So, will that impact anything in any ways? Uh, they deny the appointment or anything? It may, because the names are spelled wrong, but I wouldn't be able to say for sure. Okay. Okay. And, uh, in the past, um, I have, uh, maybe because of this wrong name, I have received some, uh, lags on Aarushi, uh, and I had to pay the bills. Is that something that I should submit for the claims if it is applicable and is, uh, could be claimed as well? Because I realize the name is wrong there as well, and it may have been denied because the name was not there. Um, I can transfer you over to the insurance company and they'll be able to tell you specifically, um, 'cause I'm not... I'm, I'm not sure. Okay. Uh, sure. Okay. All right, yeah, I'll go ahead and get you transferred over to UPL right now, okay? Okay. Thank you so much for calling. You have a great day. Thank you.

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 for Medical Card. My name is Pearl Hooda, who's speaking with?

Speaker speaker_2: Uh, my name is Sumit.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Yeah. So, um, I realized the names of my dependents on my, uh, medical policies are not correct. Um-

Speaker speaker_1: Okay.

Speaker speaker_2: ... I want to get them corrected.

Speaker speaker_1: Okay. What's the name of the staffing agency you work for?

Speaker speaker_2: Oxford Global Resources.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 6639.

Speaker speaker_1: Okay. 6639?

Speaker speaker_2: Yes.

Speaker speaker_1: Repeat your name for me.

Speaker speaker_2: Sumit. S-U-M-I-T.

Speaker speaker_1: Okay. And if you can confirm your address and date of birth.

Speaker speaker_2: My date of birth is, uh, 20th March 1975, and address is 370 West Big Pine Drive, Lafayette, Indiana 47906.

Speaker speaker_1: Okay. And your date of birth?

Speaker speaker_2: March 20, 1975.

Speaker speaker_1: Okay. And your phone number is 832-441-5315?

Speaker speaker_2: That is correct.

Speaker speaker_1: Okay. And you said you wanted to change... to correct your dependents' names?

Speaker speaker_2: Yeah, that's right.

Speaker speaker_1: Okay. And... Yeah, and, and are they all three wrong or which dependent is wrong?

Speaker speaker_2: Uh, so the two names which are starting with A are actually wrong, so...

Speaker speaker_1: Okay, so let's go ahead and start with, um, the A name born in 2004. How should that name be spelled?

Speaker speaker_2: Yeah. So, uh, uh, the name is Aarushi, and I spell it as A-A-R-U-S-H-I.

Speaker speaker_1: Okay. And then the, the last name is the same as yours, correct?

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay, I went ahead and got that one updated. And the other one, what is the correct spelling?

Speaker speaker_2: It is A-B-H-I-N-A-V, V for victory. N-A-V in the last.

Speaker speaker_1: Okay. All righty. I went ahead and got, um, that information updated. I'll go ahead and reach out to my main office to have the insurance carrier update the names in the system, and you should be good to go. It'll take about 24 to 40 hours... 24 to 48 hours, but, um, I'll definitely have them update that system.

Speaker speaker_2: Okay. Yeah. All right, your... Uh, I- I was validating these names and numbers because I think some, uh, dental people are coming to my kids' school, and they wanted to have me... their details updated in their system.

Speaker speaker_1: Okay.

Speaker speaker_2: So, will that impact anything in any ways? Uh, they deny the appointment or anything?

Speaker speaker_1: It may, because the names are spelled wrong, but I wouldn't be able to say for sure.

Speaker speaker_2: Okay. Okay. And, uh, in the past, um, I have, uh, maybe because of this wrong name, I have received some, uh, lags on Aarushi, uh, and I had to pay the bills. Is that something that I should submit for the claims if it is applicable and is, uh, could be claimed as well? Because I realize the name is wrong there as well, and it may have been denied because the name was not there.

Speaker speaker_1: Um, I can transfer you over to the insurance company and they'll be able to tell you specifically, um, 'cause I'm not... I'm, I'm not sure.

Speaker speaker_2: Okay. Uh, sure.

Speaker speaker_1: Okay. All right, yeah, I'll go ahead and get you transferred over to UPL right now, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you so much for calling. You have a great day.

Speaker speaker_2: Thank you.