

Transcript: Pearl

Rojas-6596031591661568-5961058190802944

Full Transcript

I'm sorry. I'm not sure why they transferred me over to Spanish. I'm trying to get in touch with someone to give me, uh, avail- uh, eligibility. Yes, I'm sorry. That was my mistake. You did get transferred to that English line. How can I assist you? My name's Pearl from Benefits and A Card. Okay. Yes. Hi. Um, I'm trying... So, I had called earlier. I spoke to one representative and she stated that we were not contracted with this member's plan and that this plan only had preventative health through their medical. I let the patient know and I guess patient reached out to his insurance and they told him that he is contracted, that we are contracted and that we can see him. I just want to get a confirmation, um, just to see if we can see this patient or not. Okay. Let me take a look again. What is the member's name? Member's name is Steve Gonzalez. Date of birth is April 25 of 1960. April 25 '60. Okay, give me one moment. One second. Let's see here. Let's see, we got the right account here. Okay, so, like, so 4/25/60 and you said Steve Gonzalez, correct? Mm-hmm. Okay. I do have the member with vision coverage and it is active. Okay. We don't take vision, so I need to know does he have medical coverage through this, this plan. Oh, I'm sorry. I thought, I thought you had said vision coverage. He does have active me- medical as well. Okay. And it, and it... By any chance, does it have, like, general benefits we can get? Um, let me see. Let me go ahead and... And you, and you s- spoke with the member and he said that he reached out, um, to his... To his insurance and that they told him that we were contracted and that we could see him. So, I'm not sure if he reached out to his, like, vision insurance or what, but I had spoken to someone earlier and they told me that this was a preventative plan, a preventative plan only through medical and that we weren't contracted. Okay. It could be that that agent had the wrong member, because I don't see anybody else on this account that had notated it or spoke with anybody. Um- Okay. It may have been a w- a different number or something, because from the account that I'm seeing with that name and date of birth, we have active medical, um, for the member. So, let me go ahead and get you to the insurance carrier and then you can just confirm the services that he'll be receiving. Awesome. Thank you so much. No, problem. Thank you so much for calling. And I'm sorry, your name? Monica. Monica. All righty. Thank you so much, Monica. You have a great day. Thank you. You, too.

Conversation Format

Speaker speaker_1: I'm sorry. I'm not sure why they transferred me over to Spanish. I'm trying to get in touch with someone to give me, uh, avail- uh, eligibility.

Speaker speaker_0: Yes, I'm sorry. That was my mistake. You did get transferred to that English line. How can I assist you? My name's Pearl from Benefits and A Card.

Speaker speaker_1: Okay. Yes. Hi. Um, I'm trying... So, I had called earlier. I spoke to one representative and she stated that we were not contracted with this member's plan and that this plan only had preventative health through their medical. I let the patient know and I guess patient reached out to his insurance and they told him that he is contracted, that we are contracted and that we can see him. I just want to get a confirmation, um, just to see if we can see this patient or not.

Speaker speaker_0: Okay. Let me take a look again. What is the member's name?

Speaker speaker_1: Member's name is Steve Gonzalez. Date of birth is April 25 of 1960.

Speaker speaker_0: April 25 '60. Okay, give me one moment. One second. Let's see here. Let's see, we got the right account here. Okay, so, like, so 4/25/60 and you said Steve Gonzalez, correct?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. I do have the member with vision coverage and it is active.

Speaker speaker_1: Okay. We don't take vision, so I need to know does he have medical coverage through this, this plan.

Speaker speaker_0: Oh, I'm sorry. I thought, I thought you had said vision coverage. He does have active me- medical as well.

Speaker speaker_1: Okay. And it, and it... By any chance, does it have, like, general benefits we can get?

Speaker speaker_0: Um, let me see. Let me go ahead and... And you, and you s- spoke with the member and he said that he reached out, um, to his...

Speaker speaker_1: To his insurance and that they told him that we were contracted and that we could see him. So, I'm not sure if he reached out to his, like, vision insurance or what, but I had spoken to someone earlier and they told me that this was a preventative plan, a preventative plan only through medical and that we weren't contracted.

Speaker speaker_0: Okay. It could be that that agent had the wrong member, because I don't see anybody else on this account that had notated it or spoke with anybody. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: It may have been a w- a different number or something, because from the account that I'm seeing with that name and date of birth, we have active medical, um, for the member. So, let me go ahead and get you to the insurance carrier and then you can just confirm the services that he'll be receiving.

Speaker speaker_1: Awesome. Thank you so much.

Speaker speaker_0: No, problem. Thank you so much for calling. And I'm sorry, your name?

Speaker speaker_1: Monica.

Speaker speaker_0: Monica. All righty. Thank you so much, Monica. You have a great day.

Speaker speaker_1: Thank you. You, too.