

Transcript: Pearl

Rojas-6647135155568640-5555054492303360

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hey, how you doing, Pearl? This is Jacob. And how can I assist you? Yes, ma'am. Uh, I'm actually calling in reference to a young lady here in clinic. Uh, my name is Jacob. I work at Baptist Urgent Care. And I'm just, simply just trying to verify her benefits. She's been up here one time today, but I want to make sure she's covered. She has active insurance, but I wanted to make sure that she's, she will be covered and I'll provide her in our clinic. Okay. Um, what's her name? Her name is Shundra. S-U-N-D-R-I-A. Rambus. R-A-B... I'm sorry. R-A-M-B-U-S. I'm sorry about that. Ready? Um... And you said her first name is S-H-U-N-D-R-A? Yes, ma'am. And then R-A-M-B-U-S? Yes, ma'am. That's correct. Give me one moment. And you spoke with someone t- today in our office? Well, I've, well, I've spoke with... This is the second time here in the office. Uh, I just wanted, you know, to make sure because I, I know she does have, uh, active insurance. I called, this is my second time calling here today. Um, but yes, ma'am. But I do have my date of birth and everything. Okay, um, what is the date of birth? Yes, ma'am. It's 1/25/2002. All right, so... . Let's see. So I have two accounts with that name and, well, that date of birth. The spelling of her name is, the spelling of the first name is very similar. Um, is there any way you can confirm her spelling? The way you spelled it, I don't have it, um, on either account, but it's similar to that, to what you're giving me. Okay. Give me one second. Yes, ma'am. I could, uh, I could confirm. Just give me one second here. Uh, let's see. 'Cause I called earlier. Uh, I'm sorry, the young man, he didn't mention that it was, it was spelled differently. But I am looking at her ID right now. It in fact spelled S-H-U-N-D-R-A. Rambus. R-A-M-B-U-S. I think it's spelled that way on her card as well. She let me see her card. Okay. Okay. So the plan that, that the member is enrolled in is preventative health only. Mm-hmm. Um, it does require to see, to be a provider in the network. Um, I can transfer you over to the carrier and they can confirm whether you guys are in the network or not. Um- Okay. But it is required. I will prepare you in one moment. Yes, ma'am. And then you're gonna choose, um, option one, I believe. Um, just listen for the options, see which one it is. Uh, I believe it's one, but just to make sure. Okay, okay. Yes, ma'am. I appreciate you. No problem. Thank you so much for calling. You have a great day. Yes, ma'am. You too.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Hey, how you doing, Pearl? This is Jacob.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yes, ma'am. Uh, I'm actually calling in reference to a young lady here in clinic. Uh, my name is Jacob. I work at Baptist Urgent Care. And I'm just, simply just trying to verify her benefits. She's been up here one time today, but I want to make sure she's covered. She has active insurance, but I wanted to make sure that she's, she will be covered and I'll provide her in our clinic.

Speaker speaker_0: Okay. Um, what's her name?

Speaker speaker_1: Her name is Shundra. S-U-N-D-R-I-A. Rambus. R-A-B... I'm sorry. R-A-M-B-U-S. I'm sorry about that.

Speaker speaker_0: Ready? Um... And you said her first name is S-H-U-N-D-R-A?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then R-A-M-B-U-S?

Speaker speaker_1: Yes, ma'am. That's correct.

Speaker speaker_0: Give me one moment. And you spoke with someone t- today in our office?

Speaker speaker_1: Well, I've, well, I've spoke with... This is the second time here in the office. Uh, I just wanted, you know, to make sure because I, I know she does have, uh, active insurance. I called, this is my second time calling here today. Um, but yes, ma'am. But I do have my date of birth and everything.

Speaker speaker_0: Okay, um, what is the date of birth?

Speaker speaker_1: Yes, ma'am. It's 1/25/2002.

Speaker speaker_0: All right, so... . Let's see. So I have two accounts with that name and, well, that date of birth. The spelling of her name is, the spelling of the first name is very similar. Um, is there any way you can confirm her spelling? The way you spelled it, I don't have it, um, on either account, but it's similar to that, to what you're giving me.

Speaker speaker_1: Okay. Give me one second. Yes, ma'am. I could, uh, I could confirm. Just give me one second here. Uh, let's see. 'Cause I called earlier. Uh, I'm sorry, the young man, he didn't mention that it was, it was spelled differently. But I am looking at her ID right now. It in fact spelled S-H-U-N-D-R-A. Rambus. R-A-M-B-U-S. I think it's spelled that way on her card as well. She let me see her card. Okay.

Speaker speaker_0: Okay. So the plan that, that the member is enrolled in is preventative health only.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, it does require to see, to be a provider in the network. Um, I can transfer you over to the carrier and they can confirm whether you guys are in the network or not. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: But it is required. I will prepare you in one moment.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then you're gonna choose, um, option one, I believe. Um, just listen for the options, see which one it is. Uh, I believe it's one, but just to make sure.

Speaker speaker_1: Okay, okay. Yes, ma'am. I appreciate you.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: Yes, ma'am. You too.