Transcript: Pearl Rojas-6701188350525440-5080811543248896

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits on Demand. My name is Pearl. Who am I speaking with? Hi, Pearl. My name is Vanessa, last initials B as in boy, calling from the provider's office, Beaumont Urgent Care by Wellstreet. How can I assist you? I am calling to follow up on a claim status for a patient. All righty. And what is that member's name? It is Elijah Roland. Okay. Bear with me one moment. Roland, R-O-L-L-I-N? R-O-L-A-N-D. And date of birth? It is 12-19-2010. 12-19-22? 2010. 2-0-1-0. 2010. Okay, so this is a dependent on the account? Yes. Thank you. What is that policy number? It is D as in David, 43732219. I'm sorry, I meant the policy holder's name. Oh, I'm sorry. Christopher Roland. Okay. And do you have his date of births? Uh, hold on. Let's see if his mother put it on there. Not sure. Okay. I have 12-17-1980. 12-17-80. 12-17-80? Yes. December 17th, 1980. I don't have a member with that date of birth. Well, I'm only going by what Crystal Roland put down on the registration form. Maybe she don't know her husband's or child's father's date of birth, um, but yeah. Possibly. Go ahead. Um, did they provide a card? Yes, they have a card. And what does that card say? Um, what's the name of the company, the insurance? Group name is Management Analysis and Utilization. And on the top of the card, it's APL, American Public Life. Okay. I couldn't find an account for him, but let me get you over to APL and maybe they can find his information. Okay. Because I see a policy certificate number and the medical ID number. Yep, that will be all useful for them. Okay. Give me one moment while I get you over there. Okay.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits on Demand. My name is Pearl. Who am I speaking with?

Speaker speaker_1: Hi, Pearl. My name is Vanessa, last initials B as in boy, calling from the provider's office, Beaumont Urgent Care by Wellstreet.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: I am calling to follow up on a claim status for a patient.

Speaker speaker_0: All righty. And what is that member's name?

Speaker speaker_1: It is Elijah Roland.

Speaker speaker_0: Okay. Bear with me one moment. Roland, R-O-L-L-I-N?

Speaker speaker_1: R-O-L-A-N-D.

Speaker speaker_0: And date of birth?

Speaker speaker_1: It is 12-19-2010.

Speaker speaker_0: 12-19-22?

Speaker speaker_1: 2010. 2-0-1-0.

Speaker speaker_0: 2010. Okay, so this is a dependent on the account?

Speaker speaker_1: Yes. Thank you.

Speaker speaker_0: What is that policy number?

Speaker speaker_1: It is D as in David, 43732219.

Speaker speaker_0: I'm sorry, I meant the policy holder's name.

Speaker speaker_1: Oh, I'm sorry. Christopher Roland.

Speaker speaker_0: Okay. And do you have his date of births?

Speaker speaker_1: Uh, hold on. Let's see if his mother put it on there. Not sure. Okay. I have 12-17-1980.

Speaker speaker_0: 12-17-80. 12-17-80?

Speaker speaker_1: Yes. December 17th, 1980.

Speaker speaker_0: I don't have a member with that date of birth.

Speaker speaker_1: Well, I'm only going by what Crystal Roland put down on the registration form. Maybe she don't know her husband's or child's father's date of birth, um, but yeah.

Speaker speaker_0: Possibly.

Speaker speaker_1: Go ahead.

Speaker speaker_0: Um, did they provide a card?

Speaker speaker_1: Yes, they have a card.

Speaker speaker_0: And what does that card say? Um, what's the name of the company, the insurance?

Speaker speaker_1: Group name is Management Analysis and Utilization. And on the top of the card, it's APL, American Public Life.

Speaker speaker_0: Okay. I couldn't find an account for him, but let me get you over to APL and maybe they can find his information.

Speaker speaker_1: Okay. Because I see a policy certificate number and the medical ID number.

Speaker speaker_0: Yep, that will be all useful for them. Okay. Give me one moment while I get you over there.

Speaker speaker_1: Okay.