Transcript: Estefania Acevedo-4765081985794048-5453664296026112

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Stephanie, good afternoon. This is Calvin. I'm calling from provider office, checking the urgent care eligibility for this patient. And my- Okay. ... last name first initial is S as in Sam. You said the last name? What's the last name? S like Sam, my last name is. Okay, what's the member's first and last name though? The member's name is... one second. The first name is Deandre Dean Dare. The last name is Broadus. How do you spell that last name? Hmm, just one second. B as in brow, R as in Romeo, O as in Oscar, A as in Alpha, D as in Delta, U as in umbrella, S as in Sam. Okay, thank you. And then, what's your date of birth? Sure. The date of birth is November 29, 2000. Okay, thank you. Yeah. Deandre? Sure. Just one second. Hmm. Okay, could you repeat one more time that? What is in that? The first name, is it D as in dog, E as in echo, A as in alpha, N as in Nancy, D as in Diego, R as in Romeo, E as in echo? B-E-N and the? D-R-E. If you don't mind, could you repeat one more? B-E-N and the? D-E-A-N-D-R-E. Hello? Yes. I'm just confirming with you that this is the member. Sure. Are you guys in South Carolina? Just one second. Okay. Uh, you asking... Okay, just one second. You ask me, the patient is based out... Yes. The patient based out Carolina? Yes. Are they? I want to make sure we're in the right file. Okay. And could you spell the name from documentation if you don't mind? The member's? Your name. Okay. But am I, um... Is this the right member though? Because this is what I'm trying to ask. Is it Deandre, the first name? Yes, Deandre. And last name is Broadus. Okay. And then you guys are located in South Carolina? Yes. Okay. So- The patient is with South Carolina. Okay. What's the service for? And what- You're asking my location, right? The provider location. Yes. Yeah, sure. The location be 1467 Woodroof Road Suite C- Okay. ... as in Charlie, Greenville, South Carolina, 29607-6504. Okay. And then what was the service for that you're looking to see if they have coverage for, and what's the date of the service? I'm looking... Yes, I'm looking that, uh, urgent care eligibility for this patient. Okay. For what day? Sure. The rate of service is May 8th, 2025. Okay. So for May 8th they did have active coverage, and they do have a medical plan that does cover urgent care. But to know if that service will be covered, I do have to connect you with a carrier who is APL, and they would actually verify. Let me see what's happening. One second. When was the patient effective? The patient is effective or not? And I want to know that medical coverage. They do have active coverage. When was it effective? It's been effective since February the 3rd of 2025. Okay. And when was it turned on? I'm sorry? When was... The patient's turned on. When was the turn date? So, they have currently active coverage. They currently still have active coverage. Okay. When was the patient plan type? Name of the patient plan type. I'm sorry? The patient plan type name. Like HMO or PPO, like that I'm asking. It's, it's called the EnsurePlus Basic, but I would have to connect you with a carrier who is American Public Life to know if that particular service is covered. So I

would have to transfer you to APL.They do have active coverage for the date of May 8th, so... Okay, they're handling, you state that which department that is? That depend only on with this patient, right? You don't have much more information for this patient? Correct. I don't have no more information. Um, but they were active for that date of service, and then they do have a plan that does cover, like, urgent care, but to know if that specific service is covered, I have to connect you to the carrier who is APL. Did you want me to provide the number- Yeah, I'm going- ... as far as transfer you? Mm-hmm. Sure, sure, could you provide me first number? It's gonna be 800-256-8606. Name of the department number? Name? Uh, this is, um, it's gonna be American Public Life, the carrier, APL. Mm-hmm. And they're only handling this patient, right? Yes, they will- For eligibility? Yes. Um, they're gonna verify if that's something that's gonna be covered, uh, for that particular date. Like I said, they do have active coverage for the date of the service, but to know if it's gonna be covered, you do have to speak to APL, which I can transfer you to them. Okay, could you transfer... Before transferring, could you spell your name for me for documentation? Uh, my name is Stephanie and you can put 051525. And then can I also get your name? My name is Calvin, and last initial is S, first name is Muthu. And your name's Stephanie, right? S-T-E-F-F-Y-N-E-E-Y, right? Yes. Last initial? A. Okay, and the reference number? Uh, 051525. Yes. 051525. Okay, and could you transfer through live representative, if you don't mind? Yes. All right, have a nice day. I'm about to transfer your call to the carrier. Mm-hmm.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Stephanie, good afternoon. This is Calvin. I'm calling from provider office, checking the urgent care eligibility for this patient. And my-

Speaker speaker_0: Okay.

Speaker speaker_1: ... last name first initial is S as in Sam.

Speaker speaker_0: You said the last name? What's the last name?

Speaker speaker_1: S like Sam, my last name is.

Speaker speaker_0: Okay, what's the member's first and last name though?

Speaker speaker_1: The member's name is... one second. The first name is Deandre Dean Dare. The last name is Broadus.

Speaker speaker_0: How do you spell that last name?

Speaker speaker_1: Hmm, just one second. B as in brow, R as in Romeo, O as in Oscar, A as in Alpha, D as in Delta, U as in umbrella, S as in Sam.

Speaker speaker_0: Okay, thank you. And then, what's your date of birth?

Speaker speaker_1: Sure. The date of birth is November 29, 2000.

Speaker speaker_0: Okay, thank you.

Speaker speaker_1: Yeah.

Speaker speaker_0: Deandre?

Speaker speaker_1: Sure. Just one second. Hmm. Okay, could you repeat one more time that? What is in that?

Speaker speaker_0: The first name, is it D as in dog, E as in echo, A as in alpha, N as in Nancy, D as in Diego, R as in Romeo, E as in echo?

Speaker speaker_1: B-E-N and the?

Speaker speaker_0: D-R-E.

Speaker speaker_1: If you don't mind, could you repeat one more? B-E-N and the?

Speaker speaker_0: D-E-A-N-D-R-E.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes. I'm just confirming with you that this is the member.

Speaker speaker_1: Sure.

Speaker speaker_0: Are you guys in South Carolina?

Speaker speaker_1: Just one second. Okay. Uh, you asking... Okay, just one second. You ask me, the patient is based out... Yes. The patient based out Carolina?

Speaker speaker_0: Yes. Are they? I want to make sure we're in the right file.

Speaker speaker_1: Okay. And could you spell the name from documentation if you don't mind?

Speaker speaker_0: The member's?

Speaker speaker_1: Your name.

Speaker speaker_0: Okay. But am I, um... Is this the right member though? Because this is what I'm trying to ask. Is it Deandre, the first name?

Speaker speaker_1: Yes, Deandre. And last name is Broadus.

Speaker speaker_0: Okay. And then you guys are located in South Carolina?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So-

Speaker speaker_1: The patient is with South Carolina.

Speaker speaker_0: Okay. What's the service for? And what-

Speaker speaker_1: You're asking my location, right? The provider location.

Speaker speaker_0: Yes.

Speaker speaker_1: Yeah, sure. The location be 1467 Woodroof Road Suite C-

Speaker speaker_0: Okay.

Speaker speaker_1: ... as in Charlie, Greenville, South Carolina, 29607-6504.

Speaker speaker_0: Okay. And then what was the service for that you're looking to see if they have coverage for, and what's the date of the service?

Speaker speaker_1: I'm looking... Yes, I'm looking that, uh, urgent care eligibility for this patient.

Speaker speaker_0: Okay. For what day?

Speaker speaker_1: Sure. The rate of service is May 8th, 2025.

Speaker speaker_0: Okay. So for May 8th they did have active coverage, and they do have a medical plan that does cover urgent care. But to know if that service will be covered, I do have to connect you with a carrier who is APL, and they would actually verify. Let me see what's happening.

Speaker speaker_1: One second. When was the patient effective? The patient is effective or not? And I want to know that medical coverage.

Speaker speaker_0: They do have active coverage.

Speaker speaker_1: When was it effective?

Speaker speaker_0: It's been effective since February the 3rd of 2025.

Speaker speaker_1: Okay. And when was it turned on?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: When was... The patient's turned on. When was the turn date?

Speaker speaker_0: So, they have currently active coverage. They currently still have active coverage.

Speaker speaker_1: Okay. When was the patient plan type? Name of the patient plan type.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: The patient plan type name. Like HMO or PPO, like that I'm asking.

Speaker speaker_0: It's, it's called the EnsurePlus Basic, but I would have to connect you with a carrier who is American Public Life to know if that particular service is covered. So I would have to transfer you to APL.They do have active coverage for the date of May 8th, so...

Speaker speaker_1: Okay, they're handling, you state that which department that is? That depend only on with this patient, right? You don't have much more information for this patient?

Speaker speaker_0: Correct. I don't have no more information. Um, but they were active for that date of service, and then they do have a plan that does cover, like, urgent care, but to know if that specific service is covered, I have to connect you to the carrier who is APL. Did you want me to provide the number-

Speaker speaker_1: Yeah, I'm going-

Speaker speaker_0: ... as far as transfer you?

Speaker speaker_1: Mm-hmm. Sure, sure, could you provide me first number?

Speaker speaker_0: It's gonna be 800-256-8606.

Speaker speaker_1: Name of the department number? Name?

Speaker speaker_0: Uh, this is, um, it's gonna be American Public Life, the carrier, APL.

Speaker speaker_1: Mm-hmm. And they're only handling this patient, right?

Speaker speaker_0: Yes, they will-

Speaker speaker_1: For eligibility?

Speaker speaker_0: Yes. Um, they're gonna verify if that's something that's gonna be covered, uh, for that particular date. Like I said, they do have active coverage for the date of the service, but to know if it's gonna be covered, you do have to speak to APL, which I can transfer you to them.

Speaker speaker_1: Okay, could you transfer... Before transferring, could you spell your name for me for documentation?

Speaker speaker_0: Uh, my name is Stephanie and you can put 051525. And then can I also get your name?

Speaker speaker_1: My name is Calvin, and last initial is S, first name is Muthu. And your name's Stephanie, right? S-T-E-F-F-Y-N-E-E-Y, right?

Speaker speaker_0: Yes.

Speaker speaker_1: Last initial?

Speaker speaker_0: A.

Speaker speaker_1: Okay, and the reference number?

Speaker speaker_0: Uh, 051525. Yes.

Speaker speaker_1: 051525. Okay, and could you transfer through live representative, if you don't mind?

Speaker speaker_0: Yes. All right, have a nice day. I'm about to transfer your call to the carrier.

Speaker speaker_1: Mm-hmm.