

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. Um, good morning. My name is Jessica. Um, I'm calling from Piedmont Newton. Um, I was calling to see if I can get eligibility and benefits on a patient, um, for a CPT code for hospital outpatient, and I would need to know if pre-auth is required. But I, I do need to verify if we're in network with you all as well. Okay. Um, so to know if they're in network, they actually have to contact a different number, which is the healthcare administrators, but we can provide the contact number. Okay. Yeah, I can u- verify the benefits and everything with you first and then, um- Mm-hmm. ... get... Yeah, okay. All right. Let me see. Um, what's their first and last name? First name is Ashley. Last name is Gower, G-O-W-E-R. Okay, thank you. Mm-hmm. And then, um, what's their date of birth? 1/21/89. Okay. So I have them in the system two times. What staffing agency are they with now? Hmm, let me see what the card has ■... 'Cause I have to make sure that I get on the correct file, 'cause I do see her, but I see her in there twice for two different agencies. Okay. Well, it says AP, American Public, well, American P- Yeah, that's the carriers. That's the carriers of the insurance. Oh, it says Miss Shinbo, her, her, her employer. Uh, individual coverage, limited benefit plan, VIP. Um, what, what is it that you're looking for again, Stephanie? I've never heard it. Um, do you know... I think I know which one she's in. Okay, never mind. Um, she was... Just give me one second. By any chance, do you have the card? Where it says group name, it should name the staffing agency's name. Okay, group name. Oh, Wagner Cyber Solutions. Okay, thank you. You guys are in Georgia? Yes, I am. Okay, thank you. All right, and then, sh-... What, when was the service for? Um, it, she's been seen on March 20th for a spasm of the leg. Okay. So I won't be able to tell you if she's gonna have active coverage for that date, because for this insurance, it's weekly deductions. So it's, like, weekly active coverage. Okay. Every time they get a deduction, they have coverage for that week, and I'm not really allowed to tell you she's gonna have, um, coverage for a a- for a future date. Um, she does have current coverage a-... Well, not this week. She's not active for this week, but from the week of the 17 of the 23rd, she did have active coverage. We're still waiting on receiving a deduction for this week, but I'm not really... I ca-... I wouldn't be able to tell you she's gonna have coverage for that date of service since it's a future service. Oh, okay. So I would have to- But to know if that service is covered or not, and to see if you guys are in the network, she would have to, um, call multi-plan. Okay. That's gonna... Multi-plan, I can give you the number of multi-plan. That's the number that she would have to call or you guys would have to call to see if you guys are within the network or not. Um, but with the VIP Classic plan that she has, um, it's not a requirement to stay within the network as long as they take that insurance and accept it. But to see if the service will be covered, she would have to speak to APL. Okay. Which I can provide that number as well or transfer the call. Um, but like I said, since it's a future service, I can't really let you know if it's

gonna be covered or not. So I would need to call the week of the 20th. Is that how that works? For 14- Yes, you would... Correct. You would have to call that week, and then we would let you know if her coverage is active for that week. Okay. But like I said, to know if, um, that service is gonna be covered or not, they would have to speak to American Public Life. Okay. And what is that number? Um... Hang on. I'm, I'm looking up what's the number for it. Uh, what is it? 250... I'm writing, I'm, I'm writing the number part, sorry. Mm-hmm. And then it'll work. What's that phone number to verify if they're in network or not, uh, Stephanie? Um, 800-Mm-hmm. ... 457- Uh-huh. ... 1403. And that's called multi-plan. That's the number that provides the list of the providers. Um, but like I said, for the VIP Classic plan that she has, it's not a requirement to stay within the network. As long as they accept it, she can go out of the network. Oh, okay. Mm-hmm. All right. So I'll just, I'll just have to defer her account until the week of the 20th and I'll give her a call back to let her know, 'cause she did ask me to give her a call back before I, you know, called you on. Yeah. Yeah, 'cause unfortunately, we can't really, like, provide if she's gonna have active coverage for that future date. Um, but like I said, the network thing, uh, she can use that plan in or out of network as long as they accept it out of network. Okay. Um, and then to see if that service will have coverage or not, um, she would have to call American Public Life, who is the carrier. Mm-hmm. And then the multi-plan, because it's just the, the provider list. Um, but like I said- Okay. ... it does not require her to stay within the network as long as they accept it. Okay. Yes, ma'am. All right. Thank you so much for your assistance. You're welcome. I hope you have a great day. Yes, ma'am. You as well. Thank you so much. Bye-bye.

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: Hi, Stephanie. Um, good morning. My name is Jessica. Um, I'm calling from Piedmont Newton. Um, I was calling to see if I can get eligibility and benefits on a patient, um, for a CPT code for hospital outpatient, and I would need to know if pre-auth is required. But I, I do need to verify if we're in network with you all as well.

Speaker speaker_0: Okay. Um, so to know if they're in network, they actually have to contact a different number, which is the healthcare administrators, but we can provide the contact number.

Speaker speaker_1: Okay. Yeah, I can u- verify the benefits and everything with you first and then, um-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... get... Yeah, okay.

Speaker speaker_0: All right. Let me see. Um, what's their first and last name?

Speaker speaker_1: First name is Ashley. Last name is Gower, G-O-W-E-R.

Speaker speaker_0: Okay, thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then, um, what's their date of birth?

Speaker speaker_1: 1/21/'89.

Speaker speaker_0: Okay. So I have them in the system two times. What staffing agency are they with now?

Speaker speaker_1: Hmm, let me see what the card has ■...

Speaker speaker_0: 'Cause I have to make sure that I get on the correct file, 'cause I do see her, but I see her in there twice for two different agencies.

Speaker speaker_1: Okay. Well, it says AP, American Public, well, American P-

Speaker speaker_0: Yeah, that's the carriers. That's the carriers of the insurance.

Speaker speaker_1: Oh, it says Miss Shinbo, her, her, her employer. Uh, individual coverage, limited benefit plan, VIP. Um, what, what is it that you're looking for again, Stephanie? I've never heard it.

Speaker speaker_0: Um, do you know... I think I know which one she's in. Okay, never mind. Um, she was... Just give me one second. By any chance, do you have the card? Where it says group name, it should name the staffing agency's name.

Speaker speaker_1: Okay, group name. Oh, Wagner Cyber Solutions.

Speaker speaker_0: Okay, thank you. You guys are in Georgia?

Speaker speaker_1: Yes, I am.

Speaker speaker_0: Okay, thank you. All right, and then, sh-... What, when was the service for?

Speaker speaker_1: Um, it, she's been seen on March 20th for a spasm of the leg.

Speaker speaker_0: Okay. So I won't be able to tell you if she's gonna have active coverage for that date, because for this insurance, it's weekly deductions. So it's, like, weekly active coverage.

Speaker speaker_1: Okay.

Speaker speaker_0: Every time they get a deduction, they have coverage for that week, and I'm not really allowed to tell you she's gonna have, um, coverage for a a- for a future date. Um, she does have current coverage a-... Well, not this week. She's not active for this week, but from the week of the 17 of the 23rd, she did have active coverage. We're still waiting on receiving a deduction for this week, but I'm not really... I ca-... I wouldn't be able to tell you she's gonna have coverage for that date of service since it's a future service.

Speaker speaker_1: Oh, okay. So I would have to-

Speaker speaker_0: But to know if that service is covered or not, and to see if you guys are in the network, she would have to, um, call multi-plan.

Speaker speaker_1: Okay.

Speaker speaker_0: That's gonna... Multi-plan, I can give you the number of multi-plan. That's the number that she would have to call or you guys would have to call to see if you guys are within the network or not. Um, but with the VIP Classic plan that she has, um, it's not a requirement to stay within the network as long as they take that insurance and accept it. But to see if the service will be covered, she would have to speak to APL.

Speaker speaker_1: Okay.

Speaker speaker_0: Which I can provide that number as well or transfer the call. Um, but like I said, since it's a future service, I can't really let you know if it's gonna be covered or not.

Speaker speaker_1: So I would need to call the week of the 20th. Is that how that works? For 14-

Speaker speaker_0: Yes, you would... Correct. You would have to call that week, and then we would let you know if her coverage is active for that week.

Speaker speaker_1: Okay.

Speaker speaker_0: But like I said, to know if, um, that service is gonna be covered or not, they would have to speak to American Public Life.

Speaker speaker_1: Okay. And what is that number? Um... Hang on. I'm, I'm looking up what's the number for it. Uh, what is it? 250... I'm writing, I'm, I'm writing the number part, sorry.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And then it'll work. What's that phone number to verify if they're in network or not, uh, Stephanie?

Speaker speaker_0: Um, 800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 457-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... 1403. And that's called multi-plan. That's the number that provides the list of the providers. Um, but like I said, for the VIP Classic plan that she has, it's not a requirement to stay within the network. As long as they accept it, she can go out of the network.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: All right. So I'll just, I'll just have to defer her account until the week of the 20th and I'll give her a call back to let her know, 'cause she did ask me to give her a call back before I, you know, called you on.

Speaker speaker_0: Yeah. Yeah, 'cause unfortunately, we can't really, like, provide if she's gonna have active coverage for that future date. Um, but like I said, the network thing, uh, she can use that plan in or out of network as long as they accept it out of network.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, and then to see if that service will have coverage or not, um, she would have to call American Public Life, who is the carrier.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then the multi-plan, because it's just the, the provider list. Um, but like I said-

Speaker speaker_1: Okay.

Speaker speaker_0: ... it does not require her to stay within the network as long as they accept it.

Speaker speaker_1: Okay. Yes, ma'am.

Speaker speaker_0: All right.

Speaker speaker_1: Thank you so much for your assistance.

Speaker speaker_0: You're welcome. I hope you have a great day.

Speaker speaker_1: Yes, ma'am. You as well. Thank you so much. Bye-bye.