

## Transcript: Estefania

**Acevedo-5981389598015488-5247021996883968**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Hi, this is Mike at Graham Medical Center Emergency Department. I'm a nurse here and I'm taking care of one of your people. Um, so it's, uh, kind of a precarious situation we're in. It sounds like, uh, a seizure, a new, new, new seizure patient, uh, wasn't able to fill his script re: seizure back today. Now, he should be able to be discharged maybe tonight, maybe tomorrow, maybe the next day. Problem is, is if we discharge him, we need to make sure he's able to pick up his seizure medications. Um, so his son is at bedside. Um, patient is still a little loopy, um, so isn't really able to answer any questions. And the son's called you guys, uh, hoping to get, uh, insurance information so he can- Yeah. ... fill the script. That way if tomorrow, you know, Christmas Eve or the next day, Christmas, he's able to go home, we can discharge him with the medication. Uh, son told me that maybe, um, you guys mentioned that you would give information or do something for that healthcare worker? Yeah. So, I can... Yeah, I- I can. Um, what's the patient's first and last name? Patient's first name is Terrence, T-E-R-R-E-N-C. And then the last name is West. T-E-R-R-E-N-C? Yes. And then what is the- Can I get your social security number? ... date of birth? 10/17/77. Okay. Social ending in 4909? 4909, yep. Okay. Okay, give me one second. Sure. Okay, thank you for your code. I'm sorry. I'm pulling that information up for you. This is kind of slow right now. No, you're good. Um, so I'm guessing you need his, like, pharmacy information, the policy number and stuff? I need... You said that I need that? From... Wait now, hold on, hold on. I'm sorry. I haven't A- a- are you gonna give that to me or does the patient need to give that to me? No, I can give it to you. Oh. Okay, cool. I'm sorry. I've never do- I've never done this side of healthcare before. No, you're fine. Okay, so I have, um... I'm gonna give you the policy number as well as the PIN number. Cool. I think it's these, 'cause I'm not really sure what, what exactly they ask them for, but I'll give you both of them. Okay, so the policy number- Cool. ... will be 025-10299. One more time, that's 025-10299. Perfect. And then I have as well a BIN number for Pharmaville. Okay. So that's gonna be P... Okay, so BIN number 610114. And then I'm gonna give you the group number also. So group number IMA9432-G. And then it gives me a customer service phone number and I'm pretty sure that's for the pharmacy. Um, would you like that number? Sure. That's 800-Okay. ... 933-3734. So, 800-933-3734. Okay. Now I want to read these back just to make sure I have them all, okay? Okay. 'Cause I was lining up. Pas- so policy number is 02510299. Correct. VIN number is 610114. Correct. The group name is IMA9432-G. Correct. And then 800-933-3734 for the pharmacy support? Yeah, and then I'm gonna give you the pharmacy help desk number as well. Okay. Give it to me. That's going to be 866-950-9949. Okay. And then I don't know if you want me to send the member that card just in case to his email, 'cause I can do that too. But those are all the numbers on that card. Um, the Pharmaville BIN number

is that 601114, and then the group number as well, and then the policy number is the one that starts with 025. Um, yeah, let me go grab his, uh, email. Okay. Can I, can I be back with you in a minute? I believe I have it, but yeah, that, that's fine. You can go just to make sure that that's the right one. Cool. And then I can just go ahead and send that just in case. All right. Thank you, Kyla. I'll be right back. Thank you for calling OhioHealth. Someone will be with you momentarily. Hi. You with me? Yes, sir. All right. So I have... This isn't the patient. This is the patient's son. Is it okay if I give you that one? Yeah, that's fine. But you don't make it the primary? No, no. O- okay, so it's- I will make it the primary. Perfect. It's B as in boy and then West and then Mrva@gmail.com. I'm sorry, BWest, and what was the rest? Mrva. Okay. BWestMrva? @Gmail.com. And then, um, if, if he doesn't mind, I can always add him as a secondary email. Please do. Okay. So I'mma... I don't know if you could ask him if he could please verify that he received it- Sure. ... 'cause I'm about to send it right now. Give me one second. I'm gonna move this. Just in case, so like, just so that you don't have to write all this down. Um, but I guess you can get them that too, but I'm gonna send him either way what I just gave you. Yeah. Okay, I just now sent it to the member. Um, do you mind asking him if he could verify that he received it? Sure. I'll be right back. Um, it should be coming from an email that says info@benefits and a card. And if he doesn't, I would suggest him to look at his spam as well as his junk. Okay. I'll be right back. Thank you for calling OhioHealth. Someone will be with you momentarily. You should feel safe and comfortable while managing your healthcare needs. That's why we put all the tools you need right at your fingertips in the OhioHealth app. Use it to refill prescriptions, access your medical records, and learn more about our telehealth video visits, all without leaving the safety and comfort of your home. Download our app today at [ohiohealth.com/mobileapp](http://ohiohealth.com/mobileapp). Hi. You with me? Yes, sir. Hi. Yeah, he got it. Okay. So that's what he... where he needs. There's the pharmacy information on that card. Cool. And then another- Thank you so much. I appreciate all your help. Y- you're welcome. You said your name was Mike, right? Correct. Okay, thank you. Well, thank you. Yeah. I hope you have a great day. Mm-hmm. Hey, you too. Merry Christmas. Bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi, this is Mike at Graham Medical Center Emergency Department. I'm a nurse here and I'm taking care of one of your people. Um, so it's, uh, kind of a precarious situation we're in. It sounds like, uh, a seizure, a new, new, new seizure patient, uh, wasn't able to fill his script re: seizure back today. Now, he should be able to be discharged maybe tonight, maybe tomorrow, maybe the next day. Problem is, is if we discharge him, we need to make sure he's able to pick up his seizure medications. Um, so his son is at bedside. Um, patient is still a little loopy, um, so isn't really able to answer any questions. And the son's called you guys, uh, hoping to get, uh, insurance information so he can-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... fill the script. That way if tomorrow, you know, Christmas Eve or the next day, Christmas, he's able to go home, we can discharge him with the medication. Uh, son told me that maybe, um, you guys mentioned that you would give information or do something for that healthcare worker?

Speaker speaker\_0: Yeah. So, I can... Yeah, I- I can. Um, what's the patient's first and last name?

Speaker speaker\_1: Patient's first name is Terrence, T-E-R-R-E-N-C. And then the last name is West.

Speaker speaker\_0: T-E-R-R-E-N-C?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then what is the-

Speaker speaker\_1: Can I get your social security number?

Speaker speaker\_0: ... date of birth?

Speaker speaker\_1: 10/17/77.

Speaker speaker\_0: Okay. Social ending in 4909?

Speaker speaker\_1: 4909, yep.

Speaker speaker\_0: Okay. Okay, give me one second.

Speaker speaker\_1: Sure.

Speaker speaker\_0: Okay, thank you for your code. I'm sorry. I'm pulling that information up for you. This is kind of slow right now.

Speaker speaker\_1: No, you're good.

Speaker speaker\_0: Um, so I'm guessing you need his, like, pharmacy information, the policy number and stuff?

Speaker speaker\_1: I need... You said that I need that? From... Wait now, hold on, hold on.

Speaker speaker\_0: I'm sorry. I haven't

Speaker speaker\_1: A- a- are you gonna give that to me or does the patient need to give that to me?

Speaker speaker\_0: No, I can give it to you.

Speaker speaker\_1: Oh. Okay, cool. I'm sorry. I've never do- I've never done this side of healthcare before.

Speaker speaker\_0: No, you're fine. Okay, so I have, um... I'm gonna give you the policy number as well as the PIN number.

Speaker speaker\_1: Cool.

Speaker speaker\_0: I think it's these, 'cause I'm not really sure what, what exactly they ask them for, but I'll give you both of them. Okay, so the policy number-

Speaker speaker\_1: Cool.

Speaker speaker\_0: ... will be 025-10299. One more time, that's 025-10299.

Speaker speaker\_1: Perfect.

Speaker speaker\_0: And then I have as well a BIN number for Pharmaville.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So that's gonna be P... Okay, so BIN number 610114. And then I'm gonna give you the group number also. So group number IMA9432-G. And then it gives me a customer service phone number and I'm pretty sure that's for the pharmacy. Um, would you like that number?

Speaker speaker\_1: Sure.

Speaker speaker\_0: That's 800-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... 933-3734. So, 800-933-3734.

Speaker speaker\_1: Okay. Now I want to read these back just to make sure I have them all, okay?

Speaker speaker\_0: Okay.

Speaker speaker\_1: 'Cause I was lining up. Pas- so policy number is 02510299.

Speaker speaker\_0: Correct.

Speaker speaker\_1: VIN number is 610114.

Speaker speaker\_0: Correct.

Speaker speaker\_1: The group name is IMA9432-G.

Speaker speaker\_0: Correct.

Speaker speaker\_1: And then 800-933-3734 for the pharmacy support?

Speaker speaker\_0: Yeah, and then I'm gonna give you the pharmacy help desk number as well.

Speaker speaker\_1: Okay. Give it to me.

Speaker speaker\_0: That's going to be 866-950-9949.

Speaker speaker\_2: Okay.

Speaker speaker\_0: And then I don't know if you want me to send the member that card just in case to his email, 'cause I can do that too. But those are all the numbers on that card. Um, the Pharmaville BIN number is that 601114, and then the group number as well, and then the policy number is the one that starts with 025.

Speaker speaker\_1: Um, yeah, let me go grab his, uh, email. Okay. Can I, can I be back with you in a minute?

Speaker speaker\_0: I believe I have it, but yeah, that, that's fine. You can go just to make sure that that's the right one.

Speaker speaker\_1: Cool.

Speaker speaker\_0: And then I can just go ahead and send that just in case.

Speaker speaker\_1: All right. Thank you, Kyla. I'll be right back.

Speaker speaker\_3: Thank you for calling OhioHealth. Someone will be with you momentarily.

Speaker speaker\_1: Hi. You with me?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: All right. So I have... This isn't the patient. This is the patient's son. Is it okay if I give you that one?

Speaker speaker\_0: Yeah, that's fine.

Speaker speaker\_1: But you don't make it the primary?

Speaker speaker\_0: No, no.

Speaker speaker\_1: O- okay, so it's-

Speaker speaker\_0: I will make it the primary.

Speaker speaker\_1: Perfect. It's B as in boy and then West and then Mrva@gmail.com.

Speaker speaker\_0: I'm sorry, BWest, and what was the rest?

Speaker speaker\_1: Mrva.

Speaker speaker\_0: Okay. BWestMrva?

Speaker speaker\_1: @Gmail.com.

Speaker speaker\_0: And then, um, if, if he doesn't mind, I can always add him as a secondary email.

Speaker speaker\_1: Please do.

Speaker speaker\_0: Okay. So I'mma... I don't know if you could ask him if he could please verify that he received it-

Speaker speaker\_1: Sure.

Speaker speaker\_0: ... 'cause I'm about to send it right now. Give me one second. I'm gonna move this. Just in case, so like, just so that you don't have to write all this down. Um, but I guess you can get them that too, but I'm gonna send him either way what I just gave you.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay, I just now sent it to the member. Um, do you mind asking him if he could verify that he received it?

Speaker speaker\_1: Sure. I'll be right back.

Speaker speaker\_0: Um, it should be coming from an email that says info@benefits and a card. And if he doesn't, I would suggest him to look at his spam as well as his junk.

Speaker speaker\_1: Okay. I'll be right back.

Speaker speaker\_3: Thank you for calling OhioHealth. Someone will be with you momentarily.

Speaker speaker\_4: You should feel safe and comfortable while managing your healthcare needs. That's why we put all the tools you need right at your fingertips in the OhioHealth app. Use it to refill prescriptions, access your medical records, and learn more about our telehealth video visits, all without leaving the safety and comfort of your home. Download our app today at [ohiohealth.com/mobileapp](https://ohiohealth.com/mobileapp).

Speaker speaker\_1: Hi. You with me?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Hi. Yeah, he got it.

Speaker speaker\_0: Okay. So that's what he... where he needs. There's the pharmacy information on that card.

Speaker speaker\_1: Cool.

Speaker speaker\_0: And then another-

Speaker speaker\_1: Thank you so much. I appreciate all your help.

Speaker speaker\_0: Y- you're welcome. You said your name was Mike, right?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay, thank you. Well, thank you.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: I hope you have a great day. Mm-hmm.

Speaker speaker\_1: Hey, you too. Merry Christmas. Bye.