

Transcript: Estefania

Acevedo-6146968235720704-5024683349164032

Full Transcript

Thank you for calling Benefits 10 O Card. My name is Stephanie. How can I assist you? Hi, this is Scott. I'm calling from the provider's office just checking on a plan status. Okay, so who you actually need to speak to is the carrier. But I can check to see what plan the member has and then I can transfer you but you actually need to speak to their carrier. Okay, thanks. Thank you. Okay, what is the first and last name? For the member's first name? Yes, first and last name. First name is Travis, the last name is Rawlins. Date of birth is- You said- ... 8/25 of 19... Yes. I'm sorry, you said Travis? Yeah, Travis. And then what's the last name? Rawlins, R-A-W-L-I-N-S. Okay, thank you. Mm-hmm. And then the date of birth? Date of birth is 8/25 of 1994. When was the service for and what was it for? Service is 1/9 of 2025 for the bill- 1/9? ... 800 and... Yeah, 1/9 of 2025. So for that week- Yes, ma'am. ... of the 6th to the 12th of January they didn't have active coverage. So we didn't receive a deduction from them, so for that week he doesn't, he doesn't have active coverage for that day. Remain of the patient after due date and termination date? Um, so they current... For this week they don't have active coverage but they do have coverage. They are enrolled but for the week that you're asking of their coverage wasn't active. The week after, every week after that they did have active coverage. So for the week of the 6th to the 12th of January that week wasn't covered as well as for this week. They don't have active coverage this week you guys. So... But they're still in the system- For the- ... for that. So that day that you just asked for they don't have active coverage for that week. For the week of January 6th, from the 6th to the 12th he didn't have active coverage. So that visit of January the 9th of 2025 doesn't have coverage. So that week there is no active coverage, right? Correct, mm-hmm. So that visit isn't covered. Oh. 'Cause they don't have active coverage for that week and that day. Okay. Tell him on the next member, I have one more member. Give me one second. Let me notate that in our system. Um, what was your name? Scott. S-T-O-T-T. Okay, who is the second member? Yeah, member's first name is Helen, the last name is Conroy. Can you spell that last name? Can you spell her last name? Yeah, sure. That is C-O-N-R-O-Y. Okay, thank you. Mm-hmm. And then what was her birthday? It's 5/2 of 1964. What was that day? Date of service, right? No, um, her birthday. I didn't catch the day and the year. I mean, I didn't catch the day and the month. I'm sorry. I know it's 1964- Yeah. But what was the day and the m- and the month? 5/2 of 1964. Yeah, um, 5/2 you said? 5/2 of 1964, right. May the 2nd? Okay. Are they a dependent or are they a policyholder? Sorry, can you repeat one more time? Are they the, the policyholder or are they a dependent? It's a policyholder. I'm not seeing them in the system. So they might be a dependent 'cause I don't see them. You said Conroy, right? C-O-N-Conroy, Helen. ... y. Is that correct? Yes. Yes. Okay, yeah, I don't have Helen in here. I don't see a member with that date of birth nor the... nor under that first name. I see Conroy but she's not in there as... I don't see a Helen. Well... So she might be a, a policy, um, a

dependent. Yeah, Con- Yeah, it's a dependent. Conroy, Helen. The sub code is Conroy and Andrew. Yeah, so I need... If she, if she's a dependent, she's not gonna pop up in our system. So I need the policy holder to see if she's under as a dependent. I see the last name Conroy, but there's no Helen in our system with that, with that last name. So she might be a dependent. Yes. So um, I can't... If I don't know the policy's holder information, I wouldn't be able to pull her up, so I need the policy holder. She's not the policy holder. Yeah, the policy holder first name is Andrew. The last name is Conroy. Okay, thank you. And then his date of birth? Uh, one moment. 3/20 of 1964. Okay. Okay, I see her. When was the date of service? It's 1/13 of 2025. Total billed amount is \$947 even. You said 1/20 of 2025? 1/13, uh, 1/13 of 2025. Oh, '13. 1/13, okay, so January '13, right? Yes. So unfortunately, this member also didn't have active coverage for that week, so he didn't have active coverage- Correct. ... for that Monday of the visit. So they don't have active coverage for that week and that day- Okay. ... of January 13, 2025. So no active coverage on that date, right? Correct, correct. No active coverage for January 13 of 2025. Ma'am, the effective date and termination date for the plan? So at the moment, um, right now, they do have active coverage, so their policy is still active, but for the week of that... For the day of that service that you asked for of January 13 in 2025, that day and that week, they didn't have active coverage. So they're still... They have an active policy, but for that week, they weren't active. So that's why that date doesn't have active coverage. So for the day, for the date, there is no active coverage? Of January '13, correct. For January '13- Yeah, yeah. ... they did not have active coverage. So they don't have... They won't be covered because their policy wasn't active for that week. So not active policy means you will not pay for the member- Correct, correct. ... landline? They're in the red. Yes. They will not be covered. They don't have active coverage for that week. Okay. If it's January 13 of 2025, they didn't have active coverage for all that week. Okay, can I get the reference number for this call and your name? Yes, my... It's gonna be 03/27/25 and then you can put EA. After that, 02725? Mm-hmm, and then EA. EA, right? Yes, sir. E as in elephant, A as in apple. Can I get your name? Um, it's Stephanie but I don't really give my last name. You can just put EA. Thank you for calling. Okay, thank you for calling, Stephanie. Thank you. Have a great day. Bye-bye. Thank you. Have a nice day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10 O Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, this is Scott. I'm calling from the provider's office just checking on a plan status.

Speaker speaker_0: Okay, so who you actually need to speak to is the carrier. But I can check to see what plan the member has and then I can transfer you but you actually need to speak to their carrier.

Speaker speaker_1: Okay, thanks. Thank you.

Speaker speaker_0: Okay, what is the first and last name?

Speaker speaker_1: For the member's first name?

Speaker speaker_0: Yes, first and last name.

Speaker speaker_1: First name is Travis, the last name is Rawlins. Date of birth is-

Speaker speaker_0: You said-

Speaker speaker_1: ... 8/25 of 19... Yes.

Speaker speaker_0: I'm sorry, you said Travis?

Speaker speaker_1: Yeah, Travis.

Speaker speaker_0: And then what's the last name?

Speaker speaker_1: Rawlins, R-A-W-L-I-N-S.

Speaker speaker_0: Okay, thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then the date of birth?

Speaker speaker_1: Date of birth is 8/25 of 1994.

Speaker speaker_0: When was the service for and what was it for?

Speaker speaker_1: Service is 1/9 of 2025 for the bill-

Speaker speaker_0: 1/9?

Speaker speaker_1: ... 800 and... Yeah, 1/9 of 2025.

Speaker speaker_0: So for that week-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: ... of the 6th to the 12th of January they didn't have active coverage. So we didn't receive a deduction from them, so for that week he doesn't, he doesn't have active coverage for that day.

Speaker speaker_1: Remain of the patient after due date and termination date?

Speaker speaker_0: Um, so they current... For this week they don't have active coverage but they do have coverage. They are enrolled but for the week that you're asking of their coverage wasn't active. The week after, every week after that they did have active coverage. So for the week of the 6th to the 12th of January that week wasn't covered as well as for this week. They don't have active coverage this week you guys.

Speaker speaker_1: So...

Speaker speaker_0: But they're still in the system-

Speaker speaker_1: For the-

Speaker speaker_0: ... for that. So that day that you just asked for they don't have active coverage for that week. For the week of January 6th, from the 6th to the 12th he didn't have active coverage. So that visit of January the 9th of 2025 doesn't have coverage.

Speaker speaker_1: So that week there is no active coverage, right?

Speaker speaker_0: Correct, mm-hmm. So that visit isn't covered.

Speaker speaker_1: Oh.

Speaker speaker_0: 'Cause they don't have active coverage for that week and that day.

Speaker speaker_1: Okay. Tell him on the next member, I have one more member.

Speaker speaker_0: Give me one second. Let me notate that in our system. Um, what was your name?

Speaker speaker_1: Scott. S-T-O-T-T.

Speaker speaker_0: Okay, who is the second member?

Speaker speaker_1: Yeah, member's first name is Helen, the last name is Conroy.

Speaker speaker_0: Can you spell that last name? Can you spell her last name?

Speaker speaker_1: Yeah, sure. That is C-O-N-R-O-Y.

Speaker speaker_0: Okay, thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then what was her birthday?

Speaker speaker_1: It's 5/2 of 1964.

Speaker speaker_0: What was that day?

Speaker speaker_1: Date of service, right?

Speaker speaker_0: No, um, her birthday. I didn't catch the day and the year. I mean, I didn't catch the day and the month. I'm sorry. I know it's 1964-

Speaker speaker_1: Yeah.

Speaker speaker_0: But what was the day and the m- and the month?

Speaker speaker_1: 5/2 of 1964.

Speaker speaker_0: Yeah, um, 5/2 you said?

Speaker speaker_1: 5/2 of 1964, right.

Speaker speaker_0: May the 2nd? Okay. Are they a dependent or are they a policyholder?

Speaker speaker_1: Sorry, can you repeat one more time?

Speaker speaker_0: Are they the, the policyholder or are they a dependent?

Speaker speaker_1: It's a policyholder.

Speaker speaker_0: I'm not seeing them in the system. So they might be a dependent 'cause I don't see them. You said Conroy, right? C-O-N-

Speaker speaker_1: Conroy, Helen.

Speaker speaker_0: ... y. Is that correct?

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: Okay, yeah, I don't have Helen in here. I don't see a member with that date of birth nor the... nor under that first name. I see Conroy but she's not in there as... I don't see a Helen.

Speaker speaker_1: Well...

Speaker speaker_0: So she might be a, a policy, um, a dependent.

Speaker speaker_1: Yeah, Con- Yeah, it's a dependent. Conroy, Helen. The sub code is Conroy and Andrew.

Speaker speaker_0: Yeah, so I need... If she, if she's a dependent, she's not gonna pop up in our system. So I need the policy holder to see if she's under as a dependent. I see the last name Conroy, but there's no Helen in our system with that, with that last name. So she might be a dependent.

Speaker speaker_1: Yes.

Speaker speaker_0: So um, I can't... If I don't know the policy's holder information, I wouldn't be able to pull her up, so I need the policy holder. She's not the policy holder.

Speaker speaker_1: Yeah, the policy holder first name is Andrew. The last name is Conroy.

Speaker speaker_0: Okay, thank you. And then his date of birth?

Speaker speaker_1: Uh, one moment. 3/20 of 1964.

Speaker speaker_0: Okay. Okay, I see her. When was the date of service?

Speaker speaker_1: It's 1/13 of 2025. Total billed amount is \$947 even.

Speaker speaker_0: You said 1/20 of 2025?

Speaker speaker_1: 1/13, uh, 1/13 of 2025.

Speaker speaker_0: Oh, '13. 1/13, okay, so January '13, right?

Speaker speaker_1: Yes.

Speaker speaker_0: So unfortunately, this member also didn't have active coverage for that week, so he didn't have active coverage-

Speaker speaker_1: Correct.

Speaker speaker_0: ... for that Monday of the visit. So they don't have active coverage for that week and that day-

Speaker speaker_1: Okay.

Speaker speaker_0: ... of January 13, 2025.

Speaker speaker_1: So no active coverage on that date, right?

Speaker speaker_0: Correct, correct. No active coverage for January 13 of 2025.

Speaker speaker_1: Ma'am, the effective date and termination date for the plan?

Speaker speaker_0: So at the moment, um, right now, they do have active coverage, so their policy is still active, but for the week of that... For the day of that service that you asked for of January 13 in 2025, that day and that week, they didn't have active coverage. So they're still... They have an active policy, but for that week, they weren't active. So that's why that date doesn't have active coverage.

Speaker speaker_1: So for the day, for the date, there is no active coverage?

Speaker speaker_0: Of January '13, correct. For January '13-

Speaker speaker_1: Yeah, yeah.

Speaker speaker_0: ... they did not have active coverage. So they don't have... They won't be covered because their policy wasn't active for that week.

Speaker speaker_1: So not active policy means you will not pay for the member-

Speaker speaker_0: Correct, correct.

Speaker speaker_1: ... landline?

Speaker speaker_0: They're in the red. Yes. They will not be covered. They don't have active coverage for that week.

Speaker speaker_1: Okay.

Speaker speaker_0: If it's January 13 of 2025, they didn't have active coverage for all that week.

Speaker speaker_1: Okay, can I get the reference number for this call and your name?

Speaker speaker_0: Yes, my... It's gonna be 03/27/25 and then you can put EA.

Speaker speaker_1: After that, 02725?

Speaker speaker_0: Mm-hmm, and then EA.

Speaker speaker_1: EA, right?

Speaker speaker_0: Yes, sir. E as in elephant, A as in apple.

Speaker speaker_1: Can I get your name?

Speaker speaker_0: Um, it's Stephanie but I don't really give my last name. You can just put EA.

Speaker speaker_1: Thank you for calling. Okay, thank you for calling, Stephanie.

Speaker speaker_0: Thank you.

Speaker speaker_1: Have a great day. Bye-bye.

Speaker speaker_0: Thank you. Have a nice day.