

Transcript: Francesca

Baez-6147747887104000-5691697924849664

Full Transcript

Thank you for calling Medical Benefit Card. My name is Francesca. How can I assist you today? Hello. I was calling to find out if prior authorization was required for procedure. Okay. Um, do you have your patient's benefit card in front of you? I do. Does it have 90 Degree or APL, American Public Life, on it? APL. Okay. So APL will be the carrier which is the administrator. Okay. Let me take a look for you for that patient to make sure that sh- they are active and then I'll get you over to their carrier, okay? Okay, thank you. Of course. What is your patient's first and last name? Patient's name is Pavel, P-A-V-E-L. Dmitriev. D-M-I-T-R-I-E-V. And date of birth? 5/7 of 2001. And what was the name of the provider office you were calling with? Uh, it's... H- his name is Samuel Bobick, Seattle Jaw Surgery. You said Seattle Jaw Surgery? Seattle Jaw Surgery, yes. Let's see. Do you know by any chance if your patient is a dependent on someone's policy or if they're the policy holder? Um, it looks like he's the policy holder. And you said Pavel was P-A-V-E-L, correct? Yes. So we're not coming up with any file with that last name. I did try to loo- put it in there as a first name. Okay. Pavel is his first name. Oh, I see what happened. Is this his date of birth? Yes, it is. Okay, there we go. So I was able to find him. He is currently active. So let me go ahead- Mm-hmm. ... and get you over to American Public Life. Would you like me to give you that phone number before I let you go? Yes, please. It is 800-256- Mm-hmm. ... 8606. ... 06. Got it. Thank you. Of course. And what was your name one more time? I'm sorry. My name is Kim. All right, Kim, bear with me one moment. All right.

Conversation Format

Speaker speaker_0: Thank you for calling Medical Benefit Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hello. I was calling to find out if prior authorization was required for procedure.

Speaker speaker_0: Okay. Um, do you have your patient's benefit card in front of you?

Speaker speaker_1: I do.

Speaker speaker_0: Does it have 90 Degree or APL, American Public Life, on it?

Speaker speaker_1: APL.

Speaker speaker_0: Okay. So APL will be the carrier which is the administrator.

Speaker speaker_1: Okay.

Speaker speaker_0: Let me take a look for you for that patient to make sure that sh- they are active and then I'll get you over to their carrier, okay?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Of course. What is your patient's first and last name?

Speaker speaker_1: Patient's name is Pavel, P-A-V-E-L. Dmitriev. D-M-I-T-R-I-E-V.

Speaker speaker_0: And date of birth?

Speaker speaker_1: 5/7 of 2001.

Speaker speaker_0: And what was the name of the provider office you were calling with?

Speaker speaker_1: Uh, it's... H- his name is Samuel Bobick, Seattle Jaw Surgery.

Speaker speaker_0: You said Seattle Jaw Surgery?

Speaker speaker_1: Seattle Jaw Surgery, yes.

Speaker speaker_0: Let's see. Do you know by any chance if your patient is a dependent on someone's policy or if they're the policy holder?

Speaker speaker_1: Um, it looks like he's the policy holder.

Speaker speaker_0: And you said Pavel was P-A-V-E-L, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: So we're not coming up with any file with that last name. I did try to loop it in there as a first name.

Speaker speaker_1: Okay. Pavel is his first name.

Speaker speaker_0: Oh, I see what happened. Is this his date of birth? Yes, it is. Okay, there we go. So I was able to find him. He is currently active. So let me go ahead-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... and get you over to American Public Life. Would you like me to give you that phone number before I let you go?

Speaker speaker_1: Yes, please.

Speaker speaker_0: It is 800-256-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 8606.

Speaker speaker_1: ... 06. Got it. Thank you.

Speaker speaker_0: Of course. And what was your name one more time? I'm sorry.

Speaker speaker_1: My name is Kim.

Speaker speaker_0: All right, Kim, bear with me one moment.

Speaker speaker_1: All right.