

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Our Cards. This is Justin. How can I help you today? Hey, I'm calling from UNC Orthopedics and Sports Medicine, uh, um, orthopedic ... office. I was trying to see, um, a patient came in and she s- um, she gave, she gave us this information. She said that this is her husband's new insurance. I was just trying to see... Our... I don't even know what the insurance company is. Um, I was trying to verify that the insurance was active and I'll need, like, a claims address. They don't have the card or anything yet. Yeah. Do you have the, um, s- uh, husband's information 'cause I need the policy number. Yeah. His name is Brian, B-R-I-A-N, last name, Furbert, F-U-R-B-E-R-T. Date of... date of birth is August 10th, '67. Okay. Let's see here. For Ruby? Yes. Okay. Um, so checking my calendar, they just became active and the coverage as of this past Monday, the 10th. So physical ID cards would be received early next week. Um, so let's see. And then their insurance carrier is American Public Life. American... What is it called? I'm sorry. American Public Life. American Public Life. Okay. And their claims address is PO Box 248950 in Oklahoma City, Oklahoma 73124. Okay. Um, do you have access to, like, be able to tell if our provider is in network with that company or any of that? Um, honestly, I don't- Or is it on- ... have that information. Um, but I have a telephone number to where if you provide them with your ZIP code, they can provide that information. Okay. What is that number? Um, so the company is called MultiPlan and their telephone number is 800-457-1403. Okay. Thank you. You're welcome. You have a great day, okay? You too. All right. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Our Cards. This is Justin. How can I help you today?

Speaker speaker_1: Hey, I'm calling from UNC Orthopedics and Sports Medicine, uh, um, orthopedic ... office. I was trying to see, um, a patient came in and she s- um, she gave, she gave us this information. She said that this is her husband's new insurance. I was just trying to see... Our... I don't even know what the insurance company is. Um, I was trying to verify that the insurance was active and I'll need, like, a claims address. They don't have the card or anything yet.

Speaker speaker_0: Yeah. Do you have the, um, s- uh, husband's information 'cause I need the policy number.

Speaker speaker_1: Yeah. His name is Brian, B-R-I-A-N, last name, Furbert, F-U-R-B-E-R-T. Date of... date of birth is August 10th, '67.

Speaker speaker_0: Okay. Let's see here. For Ruby?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so checking my calendar, they just became active and the coverage as of this past Monday, the 10th. So physical ID cards would be received early next week. Um, so let's see. And then their insurance carrier is American Public Life.

Speaker speaker_1: American... What is it called? I'm sorry.

Speaker speaker_0: American Public Life.

Speaker speaker_1: American Public Life. Okay.

Speaker speaker_0: And their claims address is PO Box 248950 in Oklahoma City, Oklahoma 73124.

Speaker speaker_1: Okay. Um, do you have access to, like, be able to tell if our provider is in network with that company or any of that?

Speaker speaker_0: Um, honestly, I don't-

Speaker speaker_1: Or is it on-

Speaker speaker_0: ... have that information. Um, but I have a telephone number to where if you provide them with your ZIP code, they can provide that information.

Speaker speaker_1: Okay. What is that number?

Speaker speaker_0: Um, so the company is called MultiPlan and their telephone number is 800-457-1403.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye.