Transcript: Malcolm Nash-4557746327044096-4556990412800000

Full Transcript

PenSyCon Benefits in the Card, this is Malcolm. How can I help you? Oh, good morning. Um, I have a patient came here and she said she have a Benefits in the Card. Can you check for me if she has dental and where should I send the claim to? What is the name of the member? Uh, Joanne Thai, T-H-A-I- Okay. Joanne. Can you, how do spell that? The last name is Thai. It's a Thai food. And Joanne is J-O-A-N-N-E. And that's for the Social? Um, 7226. Uh, let me see that. Okay. Can you verify address and date of birth for me? Um, I don't have a address. Like, she live, let, let me call her out. Can I call her out? 'Cause she's in the chair now. She, she used to live in San Francisco but now I think she live in New York. So, the only address I have is, uh... All right, let's see here. Uh, give me a second, the computer is slow. Mm-hmm. You have the one... You have one in New York or you have one in San Francisco? If you have, if you want a New York address, I have to pull her out. She, she's with the pa- with the doctor right now. Hmm. Could you verify with the full Social? Ah, yes. 61017-7226. I have a phone number too. All right. Well, this should be fine. So N Hi- So it doesn't look like they have dental coverage. Do they have a dental? They don't have dental coverage. You asked about a dental, they don't have dental coverage. No dental? Okay. She, she... In the card, she did add it like a dental and she pay like $4 something. She showed me that one. Is that count? Uh- On the, in form, in the form, in the form it says- So it doesn't look- Yeah. So it doesn't look like the coverage is started yet. I do see where she got enrolled in dental, but it has not started yet. Oh. Okay. So, if, if they have a retroactive, I can call you guys and bill back for her, right? For the service today? That's right? I don't think, I don't think it would... I don't think it works that way because she doesn't have... She would have to have active coverage right now. She, that coverage has not been active yet. Ah. Okay. I'll tell her to talk to you guys. If she has a question, she can call this number and talk to you about it, right? Yes, ma'am. Oh, okay. So medical now is okay, but dental is not? It's not active yet. Still, um, uh, pending, correct? Yes. Yes, ma'am. She is not- Okay. ... enrolled in the... Yeah, yeah. That's good. My- She doesn't, she doesn't have active coverage right now at the moment. Oh, okay. No active cover and if question, just call you guys. And may I know, uh, your name please? Malcolm. Malcolm? Thank you, Malcolm. Have a wonderful day. Okay? You too. Thanks. Thank you. Yeah. Bye-bye.

Conversation Format

Speaker speaker_0: PenSyCon Benefits in the Card, this is Malcolm. How can I help you?

Speaker speaker_1: Oh, good morning. Um, I have a patient came here and she said she have a Benefits in the Card. Can you check for me if she has dental and where should I send the claim to?

Speaker speaker_0: What is the name of the member?

Speaker speaker_1: Uh, Joanne Thai, T-H-A-I-

Speaker speaker_0: Okay.

Speaker speaker_1: Joanne.

Speaker speaker_0: Can you, how do spell that?

Speaker speaker_1: The last name is Thai. It's a Thai food. And Joanne is J-O-A-N-N-E.

Speaker speaker_0: And that's for the Social?

Speaker speaker_1: Um, 7226.

Speaker speaker_0: Uh, let me see that. Okay. Can you verify address and date of birth for me?

Speaker speaker_1: Um, I don't have a address. Like, she live, let, let me call her out. Can I call her out? 'Cause she's in the chair now. She, she used to live in San Francisco but now I think she live in New York. So, the only address I have is, uh... All right, let's see here. Uh, give me a second, the computer is slow.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: You have the one... You have one in New York or you have one in San Francisco? If you have, if you want a New York address, I have to pull her out. She, she's with the pa- with the doctor right now.

Speaker speaker_0: Hmm. Could you verify with the full Social?

Speaker speaker_1: Ah, yes. 61017-7226. I have a phone number too.

Speaker speaker_0: All right. Well, this should be fine.

Speaker speaker_1: So N Hi-

Speaker speaker_0: So it doesn't look like they have dental coverage.

Speaker speaker_1: Do they have a dental?

Speaker speaker_0: They don't have dental coverage. You asked about a dental, they don't have dental coverage.

Speaker speaker_1: No dental? Okay. She, she... In the card, she did add it like a dental and she pay like $4 something. She showed me that one. Is that count?

Speaker speaker_0: Uh-

Speaker speaker_1: On the, in form, in the form, in the form it says-

Speaker speaker_0: So it doesn't look-

Speaker speaker_1: Yeah.

Speaker speaker_0: So it doesn't look like the coverage is started yet. I do see where she got enrolled in dental, but it has not started yet.

Speaker speaker_1: Oh. Okay. So, if, if they have a retroactive, I can call you guys and bill back for her, right? For the service today? That's right?

Speaker speaker_0: I don't think, I don't think it would... I don't think it works that way because she doesn't have... She would have to have active coverage right now. She, that coverage has not been active yet.

Speaker speaker_1: Ah. Okay. I'll tell her to talk to you guys. If she has a question, she can call this number and talk to you about it, right?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Oh, okay. So medical now is okay, but dental is not? It's not active yet. Still, um, uh, pending, correct?

Speaker speaker_0: Yes. Yes, ma'am. She is not-

Speaker speaker_1: Okay.

Speaker speaker_0: ... enrolled in the...

Speaker speaker_1: Yeah, yeah. That's good. My-

Speaker speaker_0: She doesn't, she doesn't have active coverage right now at the moment.

Speaker speaker_1: Oh, okay. No active cover and if question, just call you guys. And may I know, uh, your name please?

Speaker speaker_0: Malcolm.

Speaker speaker_1: Malcolm? Thank you, Malcolm. Have a wonderful day. Okay?

Speaker speaker_0: You too. Thanks.

Speaker speaker_1: Thank you. Yeah. Bye-bye.