

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi. Uh, my name is Sarah. I'm calling from Parkersburg Pediatrics today. And I was just calling to, um, see what benefits this patient has. All right. What's the name of the member? And, like, what's covered. The member is Jonathan Allman and it's J-O-N-A-T-H-A-N. Allman is A-L-L-M-A-N. Need a last four to Social? Um, it is 485... Oh, I'm sorry. Um, 2176. Right. For security purposes, can you verify address and date of birth for me? Um, I have date of birth is 10-26-97. And I only have their new address. Currently they live in Morgantown, but are moving to Parkersburg, so I have the 2552 David Lee Drive in Parkersburg- Yeah, that's the one we have. ... West Virginia 65001. That's the one we have on file. Yeah. They're, like- We got it. ... in the process of the actual move, so she was like, "This is where we're moving to." Okay. 1304 916 213? Yes. All right. So it looks like they're still waiting for their first deduction. Doesn't look like their coverage is actually active yet. Okay. Are you able to see their benefit plan though? What's happening is, I'm from a pediatric office and they're wanting to move their child here, and we've never heard of this plan. And since they don't have a card yet or anything, like, I don't know what's covered, if anything, or if they would be out of pocket. So you need the carriers? Uh, yes. Right. So, it would be... The carriers would be American Public Life. That would be for the medical. I'm assuming this is a medical visit. Yes. Yeah, so it'll be American Public Life as the carrier. I've just never heard of that. Um, do you know their coverage on, like, a well child, or vaccines, or anything? I would not because we're not the carrier. We're just the plan administrator. We just get the members enrolled or unenrolled from the coverage. Okay, so American Public Life is gonna be their medical. Yes, ma'am. It is. And do you have their phone number where I can call and speak with them? Yes, ma'am. Whenever you're ready. I- I'm ready. It's 1-800- Okay. ... 256-8606. 8-6-0-6. You want to hit option four? And with the information- Go ahead. Option four. Um, with the information I gave you, do you believe that they would be able to give me any information? So that's the direct line to the carrier. Um, whenever members have questions, that's the number we give them to ask the carrier. Okay. So just because, uh, the only reason I'm asking is since you said they're not, um, effective yet. That's why I'm wondering. Yes, ma'am. So, uh, they sh- they still should be able to help you answer questions about their coverage because they are the carrier. It wouldn't be... So do you need to know what type of plans they have so you can ask the questions about those plans? Yes. That would be great. All right. So they have the VIP Classic. Okay. They have the Critical Illness. Okay. The Group Accident. They have what? Group what? Group Accident. Okay. All right. And then those are, those are the only plans that I can see with APL that would make sense to what you're referring to as far as doctor visits. Okay. So is this through an employer or is this, like, a self-funded? It's through his employer. It would be through Surge Staffing. Okay. Employer. I've just never heard of, um, any of this, BenefitWizard or American

Public Life Medical before. Perfect. Okay. All right. I'll give them a call. Oh, also, do you... When is their plan effective? Is it as of 5/1? So there's no definite. The way that it works when they get enrolled, but they're basically waiting on certain deductions from their pay which is solely up to Surge. Typically, the enrollment process- Got it. ...one to two weeks from whenever date they got enrolled, but it's really up to Surge whenever they make that first deduction happen. Okay. Okay. I will let them know. Thank you. No problem. Was there anything else I could help you with today? No, you've been great. Have a good day. You too. Thank you. Thanks.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi. Uh, my name is Sarah. I'm calling from Parkersburg Pediatrics today. And I was just calling to, um, see what benefits this patient has.

Speaker speaker_0: All right. What's the name of the member?

Speaker speaker_1: And, like, what's covered. The member is Jonathan Allman and it's J-O-N-A-T-H-A-N. Allman is A-L-L-M-A-N.

Speaker speaker_0: Need a last four to Social?

Speaker speaker_1: Um, it is 485... Oh, I'm sorry. Um, 2176.

Speaker speaker_0: Right. For security purposes, can you verify address and date of birth for me?

Speaker speaker_1: Um, I have date of birth is 10-26-97. And I only have their new address. Currently they live in Morgantown, but are moving to Parkersburg, so I have the 2552 David Lee Drive in Parkersburg-

Speaker speaker_0: Yeah, that's the one we have.

Speaker speaker_1: ... West Virginia 65001.

Speaker speaker_0: That's the one we have on file.

Speaker speaker_1: Yeah. They're, like-

Speaker speaker_0: We got it.

Speaker speaker_1: ... in the process of the actual move, so she was like, "This is where we're moving to."

Speaker speaker_0: Okay. 1304 916 213?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So it looks like they're still waiting for their first deduction. Doesn't look like their coverage is actually active yet.

Speaker speaker_1: Okay. Are you able to see their benefit plan though? What's happening is, I'm from a pediatric office and they're wanting to move their child here, and we've never heard of this plan. And since they don't have a card yet or anything, like, I don't know what's covered, if anything, or if they would be out of pocket.

Speaker speaker_0: So you need the carriers?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Right. So, it would be... The carriers would be American Public Life. That would be for the medical. I'm assuming this is a medical visit.

Speaker speaker_1: Yes.

Speaker speaker_0: Yeah, so it'll be American Public Life as the carrier.

Speaker speaker_1: I've just never heard of that. Um, do you know their coverage on, like, a well child, or vaccines, or anything?

Speaker speaker_0: I would not because we're not the carrier. We're just the plan administrator. We just get the members enrolled or unenrolled from the coverage.

Speaker speaker_1: Okay, so American Public Life is gonna be their medical.

Speaker speaker_0: Yes, ma'am. It is.

Speaker speaker_1: And do you have their phone number where I can call and speak with them?

Speaker speaker_0: Yes, ma'am. Whenever you're ready.

Speaker speaker_1: I- I'm ready.

Speaker speaker_0: It's 1-800-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 256-8606.

Speaker speaker_1: 8-6-0-6.

Speaker speaker_0: You want to hit option four?

Speaker speaker_1: And with the information-

Speaker speaker_0: Go ahead.

Speaker speaker_1: Option four. Um, with the information I gave you, do you believe that they would be able to give me any information?

Speaker speaker_0: So that's the direct line to the carrier. Um, whenever members have questions, that's the number we give them to ask the carrier.

Speaker speaker_1: Okay. So just because, uh, the only reason I'm asking is since you said they're not, um, effective yet. That's why I'm wondering.

Speaker speaker_0: Yes, ma'am. So, uh, they sh- they still should be able to help you answer questions about their coverage because they are the carrier. It wouldn't be... So do you need to know what type of plans they have so you can ask the questions about those plans?

Speaker speaker_1: Yes. That would be great.

Speaker speaker_0: All right. So they have the VIP Classic.

Speaker speaker_1: Okay.

Speaker speaker_0: They have the Critical Illness.

Speaker speaker_1: Okay.

Speaker speaker_0: The Group Accident.

Speaker speaker_1: They have what? Group what?

Speaker speaker_0: Group Accident.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. And then those are, those are the only plans that I can see with APL that would make sense to what you're referring to as far as doctor visits.

Speaker speaker_1: Okay. So is this through an employer or is this, like, a self-funded?

Speaker speaker_0: It's through his employer. It would be through Surge Staffing.

Speaker speaker_1: Okay. Employer. I've just never heard of, um, any of this, BenefitWizard or American Public Life Medical before. Perfect. Okay. All right. I'll give them a call. Oh, also, do you... When is their plan effective? Is it as of 5/1?

Speaker speaker_0: So there's no definite. The way that it works when they get enrolled, but they're basically waiting on certain deductions from their pay which is solely up to Surge. Typically, the enrollment process-

Speaker speaker_1: Got it.

Speaker speaker_0: ...one to two weeks from whenever date they got enrolled, but it's really up to Surge whenever they make that first deduction happen.

Speaker speaker_1: Okay. Okay. I will let them know. Thank you.

Speaker speaker_0: No problem. Was there anything else I could help you with today?

Speaker speaker_1: No, you've been great. Have a good day.

Speaker speaker_0: You too. Thank you.

Speaker speaker_1: Thanks.