

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Um, hi. Good morning, Malcolm. My name is Betty and I'm calling from Citrus Valley Gastroenterology. Uh, reason for my call is I'm trying to verify benefits for Mr. Rogelio Campos. Uh, he provided us with an insurance card that has APL on it, and, uh, this is the number listed for benefits. So do you just need to verify if he had active coverage or you ha- it's just about a claim? No. Active coverage and some benefit information, if I may. Okay, so just to clarify, we're not the carrier, so all I will be able to do is, uh, verify if he has active coverage or not. Okay. What department are you with again? This is Benefits in a Card. We're a plan administrator for health insurance with staff and companies. Benefits in a Card, and you're a plan administrator. Is that correct? Yes, sir. I mean, yes, ma'am, sorry, for health insurance with staff and companies. Mm. Okay, then. What's the name of the member? Yes. It's Rogelio Campos. How do you spell that? R-O-G-E-L-I-O, first name. Last name, C-A-M-P-O-S, Campos. Can you provide address and date of birth for me? Sure. 282 Sun Road Street, La Verne, California 91750. And the date of birth? It is 3/14/81. You... Yeah, it looks like they, they have active coverage right now. Okay. And if I wanted to get benefit information? Hello? Um, I wanted to verify if we were participating with this specific plan. Can you verify, uh, NPIs? I wouldn't be able to do that. So, would it... So, typically the member would go to multiplan.com. That website will tell them if the provider area takes the insurance. Oh, I see. So the only thing you can give me is active coverage? Yes, ma'am. I can give you the carrier's phone number if you want to speak with them directly. Yes. I guess I could do that. Okay. Is there any coordination of benefits? The patient, does he have any other coverage? So he has medical, dental, vision, short-short-term disability and life insurance. Okay. So the ca- the carrier is Multiplan? No, the carrier is M- uh, American Public Life. Is this for medical or dental? Medical. Or is it... Yeah, so it'd be American Public Life. Okay. And so who are- And Multiplan is just the network. Go ahead. They're the network? Mm-hmm. Okay, so then, uh... I can give you American Public Life phone number- Okay. ...whenever you're ready. Go ahead. It's 1-800- Hmm. ...256- Mm-hmm. ...8606. Thank you so much. Um, do you provide- Do you want to hit- Do you provide reference numbers? Yes, ma'am. So just with, with that phone number you want to hit option 4 to speak with a representative and the reference will be either his name or today's date. Okay. What was your name again, sir? Malcolm. Malcolm, is it possible to get your last name initial? N as in Nancy. Okay. Okay, thank you so much and have a good day.

Conversation Format

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

Speaker speaker_1: Um, hi. Good morning, Malcolm. My name is Betty and I'm calling from Citrus Valley Gastroenterology. Uh, reason for my call is I'm trying to verify benefits for Mr. Rogelio Campos. Uh, he provided us with an insurance card that has APL on it, and, uh, this is the number listed for benefits.

Speaker speaker_0: So do you just need to verify if he had active coverage or you ha- it's just about a claim?

Speaker speaker_1: No. Active coverage and some benefit information, if I may.

Speaker speaker_0: Okay, so just to clarify, we're not the carrier, so all I will be able to do is, uh, verify if he has active coverage or not.

Speaker speaker_1: Okay. What department are you with again?

Speaker speaker_0: This is Benefits in a Card. We're a plan administrator for health insurance with staff and companies.

Speaker speaker_1: Benefits in a Card, and you're a plan administrator. Is that correct?

Speaker speaker_0: Yes, sir. I mean, yes, ma'am, sorry, for health insurance with staff and companies.

Speaker speaker_1: Mm. Okay, then.

Speaker speaker_0: What's the name of the member?

Speaker speaker_1: Yes. It's Rogelio Campos.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: R-O-G-E-L-I-O, first name. Last name, C-A-M-P-O-S, Campos.

Speaker speaker_0: Can you provide address and date of birth for me?

Speaker speaker_1: Sure. 282 Sun Road Street, La Verne, California 91750.

Speaker speaker_0: And the date of birth?

Speaker speaker_1: It is 3/14/81.

Speaker speaker_0: You... Yeah, it looks like they, they have active coverage right now.

Speaker speaker_1: Okay. And if I wanted to get benefit information?

Speaker speaker_0: Hello?

Speaker speaker_1: Um, I wanted to verify if we were participating with this specific plan. Can you verify, uh, NPIs?

Speaker speaker_0: I wouldn't be able to do that. So, would it... So, typically the member would go to multiplan.com. That website will tell them if the provider area takes the insurance.

Speaker speaker_1: Oh, I see. So the only thing you can give me is active coverage?

Speaker speaker_0: Yes, ma'am. I can give you the carrier's phone number if you want to speak with them directly.

Speaker speaker_1: Yes. I guess I could do that. Okay. Is there any coordination of benefits? The patient, does he have any other coverage?

Speaker speaker_0: So he has medical, dental, vision, short- short-term disability and life insurance.

Speaker speaker_1: Okay. So the ca- the carrier is Multiplan?

Speaker speaker_0: No, the carrier is M- uh, American Public Life. Is this for medical or dental?

Speaker speaker_1: Medical.

Speaker speaker_0: Or is it... Yeah, so it'd be American Public Life.

Speaker speaker_1: Okay. And so who are-

Speaker speaker_0: And Multiplan is just the network. Go ahead.

Speaker speaker_1: They're the network?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay, so then, uh...

Speaker speaker_0: I can give you American Public Life phone number-

Speaker speaker_1: Okay.

Speaker speaker_0: ...whenever you're ready.

Speaker speaker_1: Go ahead.

Speaker speaker_0: It's 1-800-

Speaker speaker_1: Hmm.

Speaker speaker_0: ...256-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ...8606.

Speaker speaker_1: Thank you so much. Um, do you provide-

Speaker speaker_0: Do you want to hit-

Speaker speaker_1: Do you provide reference numbers?

Speaker speaker_0: Yes, ma'am. So just with, with that phone number you want to hit option 4 to speak with a representative and the reference will be either his name or today's date.

Speaker speaker_1: Okay. What was your name again, sir?

Speaker speaker_0: Malcolm.

Speaker speaker_1: Malcolm, is it possible to get your last name initial?

Speaker speaker_0: N as in Nancy.

Speaker speaker_1: Okay. Okay, thank you so much and have a good day.