

## Transcript: Malcolm

**Nash-5328206579810304-5869517481361408**

### Full Transcript

Thank you for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, my name is Christy calling from facility. I'd like to check patient's eligibility and benefits for office visits. All right. What's the name of the member? Alana Lewis Thomas. How do you- How do you spell that? A-S-N alpha- How do you spell that? ... L-L- Mm-hmm. Sorry? Sorry, go ahead. Yeah, I'll just spell that. It's... It's A-S-N alpha L-L A-S-N alpha H-N A-H and Lewis Thomas, L-E-W-I-S T-H-O-M-A-S. What was the first name one more time? A-S-N alpha L-S-N lima, L-S-N lima, A-S-N alpha, H-S-N hotel, N as in Nancy, A-S-N alpha, H-S-N hotel. Thank you. And for security purposes, can you verify address and date of birth for me? The patient's address is 2905 Rockway Dr., Louisville, Kentucky 40216. And the date of birth is 4/27 of 1997. Thank you. So it looks like they still have active coverage. May I get the effective date? It's 1/13/25. Well, actually- 1/13/2020. So actually, it rolled over. So it looks like it actually started... Let's see. Started on 7/29/24 and then it- it rolled over on 1/6/85. 7/29/2020. And then it rolled over again on 1/13/25. Just a moment. Okay. The effective date of the policy is 7/29 of 2024 and it's ongoing. Is that right? Yes. And I'd like to check benefits for office visit under PCP Specialist Urgent Care and, uh, and also deductible and out-of-pocket. So we wouldn't be able to authorize any of that stuff because we're not the carrier. We're just the plan administrator. You have to contact the carrier directly to get the answers to those questions. You can't provide any information for the def- for the benefit. Is that right? No, we're the... We're just the plan administrator, ma'am. We just get them enrolled or unenrolled from the coverage. We aren't the carrier. I can give you the carrier's phone number whenever you're ready. Please go ahead. All right. So it's going to be American Public Life. Their phone number is 1-800-256-8606. You want to hit option four to speak with a representative. Okay. And thank you so much for your assistance. Have a great day. Bye. You too. Bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_1: Hi, my name is Christy calling from facility. I'd like to check patient's eligibility and benefits for office visits.

Speaker speaker\_0: All right. What's the name of the member?

Speaker speaker\_1: Alana Lewis Thomas.

Speaker speaker\_0: How do you- How do you spell that?

Speaker speaker\_1: A-S-N alpha-

Speaker speaker\_0: How do you spell that?

Speaker speaker\_1: ... L-L-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Sorry?

Speaker speaker\_0: Sorry, go ahead.

Speaker speaker\_1: Yeah, I'll just spell that. It's... It's A-S-N alpha L-L A-S-N alpha H-N A-H and Lewis Thomas, L-E-W-I-S T-H-O-M-A-S.

Speaker speaker\_0: What was the first name one more time?

Speaker speaker\_1: A-S-N alpha L-S-N lima, L-S-N lima, A-S-N alpha, H-S-N hotel, N as in Nancy, A-S-N alpha, H-S-N hotel.

Speaker speaker\_0: Thank you. And for security purposes, can you verify address and date of birth for me?

Speaker speaker\_1: The patient's address is 2905 Rockway Dr., Louisville, Kentucky 40216. And the date of birth is 4/27 of 1997.

Speaker speaker\_0: Thank you. So it looks like they still have active coverage.

Speaker speaker\_1: May I get the effective date?

Speaker speaker\_0: It's 1/13/25. Well, actually-

Speaker speaker\_1: 1/13/2020.

Speaker speaker\_0: So actually, it rolled over. So it looks like it actually started... Let's see. Started on 7/29/24 and then it- it rolled over on 1/6/85.

Speaker speaker\_1: 7/29/2020.

Speaker speaker\_0: And then it rolled over again on 1/13/25.

Speaker speaker\_1: Just a moment. Okay. The effective date of the policy is 7/29 of 2024 and it's ongoing. Is that right?

Speaker speaker\_0: Yes.

Speaker speaker\_1: And I'd like to check benefits for office visit under PCP Specialist Urgent Care and, uh, and also deductible and out-of-pocket.

Speaker speaker\_0: So we wouldn't be able to authorize any of that stuff because we're not the carrier. We're just the plan administrator. You have to contact the carrier directly to get the answers to those questions.

Speaker speaker\_1: You can't provide any information for the def- for the benefit. Is that right?

Speaker speaker\_0: No, we're the... We're just the plan administrator, ma'am. We just get them enrolled or unenrolled from the coverage. We aren't the carrier. I can give you the carrier's phone number whenever you're ready.

Speaker speaker\_1: Please go ahead.

Speaker speaker\_0: All right. So it's going to be American Public Life. Their phone number is 1-800-256-8606. You want to hit option four to speak with a representative.

Speaker speaker\_1: Okay. And thank you so much for your assistance. Have a great day. Bye.

Speaker speaker\_0: You too. Bye.