

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi, good morning. I'm calling from New York Physical Therapy. I wanted to verify some physical therapy benefits for a new patient that's coming into our office. What's the name of the member? Elizabeth Glander. What's the last four of the Social? Um, we don't ask patients for Social. I just have a date of birth, address, phone number, and first and last name. And what's the address? 180 Broadwalk, Long Beach, New York, 11561. You said 180 Broadwalk? Yeah, that's what the patient gave me. 180 Broadwalk, Long Beach, New York, 11561. Mm. And can you spell the first name? Elizabeth, E-L-I-Z-A-B-E-T-H. And last name? Glander, G-L-A-N as in Nancy, D as in dog, E-R. Okay. I'm just gonna ask you that one more time, slowly please. Glander, G as in George, L as in Larry, A as in apple, N as in Nancy, D as in dog, E as in elephant, R as in Robert. Okay. And what was the date of birth? 4/24/92. Yeah. So I can verify that they have active coverage. Mm-hmm. But I can't verify if what they're getting done is covered. That'd be a question you'd have to ask the carrier directly. So who's the carrier? It'd be American Public Life. Okay. So who do we send the bills to? Do we send the bills to like p-uh, MultiPlan? So MultiPlan is the network. Um, well, do you have the ID- do you have the ID card for the member? Yeah. She, uh, sent me a picture of it. She gave me... I see two separate numbers. I see a policy number and I see a medical ID number. So the carrier is American Public Life. I can give you their phone number whenever you're ready. Okay, go ahead. It's 1-800- Mm-hmm. ... 256- Mm-hmm. ... 8606. And you want to get- Can I get your name once? ... options for speaking a representative. Malcolm. Okay. Thank you. I'll give them a call. Okay. You have a great day. You too. Bye.

Conversation Format

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

Speaker speaker_1: Hi, good morning. I'm calling from New York Physical Therapy. I wanted to verify some physical therapy benefits for a new patient that's coming into our office.

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

Speaker speaker_1: Elizabeth Glander.

Speaker speaker_0: What's the last four of the Social?

Speaker speaker_1: Um, we don't ask patients for Social. I just have a date of birth, address, phone number, and first and last name.

Speaker speaker_0: And what's the address?

Speaker speaker_1: 180 Broadwalk, Long Beach, New York, 11561.

Speaker speaker_0: You said 180 Broadwalk?

Speaker speaker_1: Yeah, that's what the patient gave me. 180 Broadwalk, Long Beach, New York, 11561.

Speaker speaker_0: Mm. And can you spell the first name?

Speaker speaker_1: Elizabeth, E-L-I-Z-A-B-E-T-H.

Speaker speaker_0: And last name?

Speaker speaker_1: Glander, G-L-A-N as in Nancy, D as in dog, E-R.

Speaker speaker_0: Okay. I'm just gonna ask you that one more time, slowly please.

Speaker speaker_1: Glander, G as in George, L as in Larry, A as in apple, N as in Nancy, D as in dog, E as in elephant, R as in Robert.

Speaker speaker_0: Okay. And what was the date of birth?

Speaker speaker_1: 4/24/92.

Speaker speaker_0: Yeah. So I can verify that they have active coverage.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: But I can't verify if what they're getting done is covered. That'd be a question you'd have to ask the carrier directly.

Speaker speaker_1: So who's the carrier?

Speaker speaker_0: It'd be American Public Life.

Speaker speaker_1: Okay. So who do we send the bills to? Do we send the bills to like p- uh, MultiPlan?

Speaker speaker_0: So MultiPlan is the network. Um, well, do you have the ID- do you have the ID card for the member?

Speaker speaker_1: Yeah. She, uh, sent me a picture of it. She gave me... I see two separate numbers. I see a policy number and I see a medical ID number.

Speaker speaker_0: So the carrier is American Public Life. I can give you their phone number whenever you're ready.

Speaker speaker_1: Okay, go ahead.

Speaker speaker_0: It's 1-800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 256-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 8606. And you want to get-

Speaker speaker_1: Can I get your name once?

Speaker speaker_0: ... options for speaking a representative. Malcolm.

Speaker speaker_1: Okay. Thank you. I'll give them a call.

Speaker speaker_0: Okay. You have a great day.

Speaker speaker_1: You too. Bye.