

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Hi, Malcolm. My name is Kara. I'm calling with Franciscan Health. I just have a question. Um, I don't know if this is the right number. I'm trying to follow up on a claim. Um, in the EOB we received, it says that they are awaiting, awaiting information to confirm eligibility from Benefits in a Card, and if we have any questions to please call Benefits in a Card at this number. Can you help me? Yeah, so... So all that means is that the claim is still being processed. Now, if you wanted more detailed information, we don't do anything with claims here, 'cause we're not the carrier, we're just the plan administrator. Is it for dental or medical? It's for medical. Like would you be able to- Okay. ... confirm like if they're eligible or do I have to call somebody else? I can only confirm if they have active coverage or not. I would not be able to confirm if they're eligible to get anything done or give you any permission to do anything. That's why ... Could you tell me if the coverage is active? Yeah. What's the name of the member? The member's name is Amelia. It's A-M-E-L-I-A, last name E-S-P-A-R-Z-A. Can you say E-S-P-A-R- A-R-Z-A. Is she your main policyholder or do you- Uh, let me look at, let me look at the card. Um... 'Cause that name's not showing up in our system. The name on the card is Maximiliano Esparza. How do you spell that? I don't know. Okay, well, but the actual last name on the card for the patient is... You want the first name or the last name? I'm sorry. First name, last. First name is M-A-X-I-M-I-L-I-A-N-O, last name E-S-C-A-R-E-N, and then Esparza's in the middle of those two. Can you spell that first name one more time for me? Yeah. M-A-X-I, M as in Mary, I-L-I-A, N as in Nancy, O. And what was her last name? So it's Maximiliano Esparza, and then the very last name is E, S as in Sam, C-A-R-E-N as in Nancy. Can you verify address and date of birth for me? Yeah. Let me pull that out of my hair. The address, 510 Gasline Road, Mulberry, Indiana, 46058. And what else? I'm sorry. And date of birth. Um, and here I don't have his date of birth. But this is weird because it's, it looks like it was under Macy in their coverage. Oh, this is for a child, that's why. Is it 1/18/95? No, that, that's not the one that we have on file. Do you have a Macy Esparza? That looks like the mom. So look, he only has children on his coverage. Oh. Um, well, the patient's date of birth I have. I don't have the per- I don't have his date of birth. Well, what's the patient's date of birth? Wait, wait, I have it, I have it, I have it. It's 1/1/70. Hmm, that's not what we have on file either. Do you have the social? Uh, let's see. Um, no. I have the social for the mom. So no, the mom isn't on the coverage, so I wouldn't be able to- Oh, that's right, that's right, that's right. ... be able to help you. I gotcha. Okay, yeah, no, I don't- What was Amelia's date of birth? Amelia's date of birth is 7/2 of 2014. Thank you. So it's showing that Maximiliano has active coverage. Okay. So if I need any more information on that, I would need to call... It looks like- So w- is this for medical? Yeah, yes. Right, so you will call American Public Life. Um- Do you have their phone number? Is it 800-256-8606? Yes, ma'am, and you'll hit option four to speak with a representative. Okay. Thank you so much for

your help. No problem. Thanks for calling Benefits in a Card. Hope you have a great rest of your week. You too. Thank you. Bye-bye. Take care. Bye.

Conversation Format

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

Speaker speaker_1: Hi, Malcolm. My name is Kara. I'm calling with Franciscan Health. I just have a question. Um, I don't know if this is the right number. I'm trying to follow up on a claim. Um, in the EOB we received, it says that they are awaiting, awaiting information to confirm eligibility from Benefits in a Card, and if we have any questions to please call Benefits in a Card at this number. Can you help me?

Speaker speaker_0: Yeah, so... So all that means is that the claim is still being processed. Now, if you wanted more detailed information, we don't do anything with claims here, 'cause we're not the carrier, we're just the plan administrator. Is it for dental or medical?

Speaker speaker_1: It's for medical. Like would you be able to-

Speaker speaker_0: Okay.

Speaker speaker_1: ... confirm like if they're eligible or do I have to call somebody else?

Speaker speaker_0: I can only confirm if they have active coverage or not. I would not be able to confirm if they're eligible to get anything done or give you any permission to do anything. That's why ...

Speaker speaker_1: Could you tell me if the coverage is active?

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

Speaker speaker_1: The member's name is Amelia. It's A-M-E-L-I-A, last name E-S-P-A-R-Z-A.

Speaker speaker_0: Can you say E-S-P-A-R-

Speaker speaker_1: A-R-Z-A.

Speaker speaker_0: Is she your main policyholder or do you-

Speaker speaker_1: Uh, let me look at, let me look at the card. Um...

Speaker speaker_0: 'Cause that name's not showing up in our system.

Speaker speaker_1: The name on the card is Maximiliano Esparza.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: I don't know. Okay, well, but the actual last name on the card for the patient is... You want the first name or the last name? I'm sorry.

Speaker speaker_0: First name, last.

Speaker speaker_1: First name is M-A-X-I-M-I-L-I-A-N-O, last name E-S-C-A-R-E-N, and then Esparza's in the middle of those two.

Speaker speaker_0: Can you spell that first name one more time for me?

Speaker speaker_1: Yeah. M-A-X-I, M as in Mary, I-L-I-A, N as in Nancy, O.

Speaker speaker_0: And what was her last name?

Speaker speaker_1: So it's Maximiliano Esparza, and then the very last name is E, S as in Sam, C-A-R-E-N as in Nancy.

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

Speaker speaker_1: Yeah. Let me pull that out of my hair. The address, 510 Gasline Road, Mulberry, Indiana, 46058. And what else? I'm sorry.

Speaker speaker_0: And date of birth.

Speaker speaker_1: Um, and here I don't have his date of birth. But this is weird because it's, it looks like it was under Macy in their coverage. Oh, this is for a child, that's why. Is it 1/18/95?

Speaker speaker_0: No, that, that's not the one that we have on file.

Speaker speaker_1: Do you have a Macy Esparza? That looks like the mom.

Speaker speaker_0: So look, he only has children on his coverage.

Speaker speaker_1: Oh. Um, well, the patient's date of birth I have. I don't have the per- I don't have his date of birth.

Speaker speaker_0: Well, what's the patient's date of birth?

Speaker speaker_1: Wait, wait, I have it, I have it, I have it. It's 1/1/70.

Speaker speaker_0: Hmm, that's not what we have on file either. Do you have the social?

Speaker speaker_1: Uh, let's see. Um, no. I have the social for the mom.

Speaker speaker_0: So no, the mom isn't on the coverage, so I wouldn't be able to-

Speaker speaker_1: Oh, that's right, that's right, that's right.

Speaker speaker_0: ... be able to help you.

Speaker speaker_1: I gotcha. Okay, yeah, no, I don't-

Speaker speaker_0: What was Amelia's date of birth?

Speaker speaker_1: Amelia's date of birth is 7/2 of 2014.

Speaker speaker_0: Thank you. So it's showing that Maximiliano has active coverage.

Speaker speaker_1: Okay. So if I need any more information on that, I would need to call... It looks like-

Speaker speaker_0: So w- is this for medical?

Speaker speaker_1: Yeah, yes.

Speaker speaker_0: Right, so you will call American Public Life.

Speaker speaker_1: Um-

Speaker speaker_0: Do you have their phone number?

Speaker speaker_1: Is it 800-256-8606?

Speaker speaker_0: Yes, ma'am, and you'll hit option four to speak with a representative.

Speaker speaker_1: Okay. Thank you so much for your help.

Speaker speaker_0: No problem. Thanks for calling Benefits in a Card. Hope you have a great rest of your week.

Speaker speaker_1: You too. Thank you. Bye-bye.

Speaker speaker_0: Take care. Bye.