

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling the ..., this is Pamela speaking. How may I help you? Hi. Uh, my name is Tijuana. I'm calling from Complete Health Agency in Coleman. And I'm calling to try to verify benefits for a patient that we have here in our office. Okay. Um, I'm gonna need the patient's last four digits of their Social. Five five oh one. Five five five one? No, five five zero one. And the first and last name? Cameron Canaday. Right. Any chance you have, um, their ID card in front of you? I do. It does says- Uh- ... what, um, the name of the company that they work for there? Uh, Surge Testing LLC. Yes. Okay. Kennedy. Armand Kennedy. Ma'am? And the... And the date of birth to make sure I'm in the correct file? 07/16/2003. Thank you for the information. And you said your name is, ma'am? I need it for my notes. It's Tijuana. Wanna. And that's T-I-J-U-A-N-A. Okay. Thank you. Um, let's see. So is, is this medical or dental? Medical. Okay. So yeah, the benefits are active. If you need- ... like, a breakdown of the benefits, um, I can provide you- I want to find out does he have, like, a co-pay? Well, these insurance, they do not have a co-pay. For a doctor's visit, um... Give me one, let me pull up sorry, the system is so slow sometimes. That's okay. Okay. So the insurance gonna cover \$50 towards the doctor visit and they are responsible for the rest. Okay. Uh, so I'm... I don't know what the visit in total is gonna cost. So do you bill or would we bill? Well, like I said, we do not process the claim here. Like, if you need all that information, I could transfer you to the actual carrier. Um, we will have, like, a benefit guide with a overview of some of the benefits and how much the insurance gonna cover. Okay. Do you think you can fax it to the office for me, please? If you have the ID card, it should be there under... um, the number should be there under ID card. What I got, it's, like, a regular benefit guide that they, we provide to the employees. Okay. Nothing- We are not the actual carrier. We are the administrative- Oh. ... for the health insurance. So if you want- Okay. ... I could give you the number for the carrier or I could transfer you there. Um, can you give me the number? Sure. It will be 800-256-2606. 2606? Yes, ma'am. Okay. All righty. Thank you thank you so much. Thank you for giving us a call. Have a great rest of the day. You too. Thanks.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling the ..., this is Pamela speaking. How may I help you?

Speaker speaker_2: Hi. Uh, my name is Tijuana. I'm calling from Complete Health Agency in Coleman. And I'm calling to try to verify benefits for a patient that we have here in our office.

Speaker speaker_1: Okay. Um, I'm gonna need the patient's last four digits of their Social.

Speaker speaker_2: Five five oh one.

Speaker speaker_1: Five five five one?

Speaker speaker_2: No, five five zero one.

Speaker speaker_1: And the first and last name?

Speaker speaker_2: Cameron Canaday.

Speaker speaker_1: Right. Any chance you have, um, their ID card in front of you?

Speaker speaker_2: I do.

Speaker speaker_1: It does says-

Speaker speaker_2: Uh-

Speaker speaker_1: ... what, um, the name of the company that they work for there?

Speaker speaker_2: Uh, Surge Testing LLC. Yes.

Speaker speaker_1: Okay. Kennedy. Armand Kennedy.

Speaker speaker_2: Ma'am?

Speaker speaker_1: And the... And the date of birth to make sure I'm in the correct file?

Speaker speaker_2: 07/16/2003.

Speaker speaker_1: Thank you for the information. And you said your name is, ma'am? I need it for my notes.

Speaker speaker_2: It's Tijuana.

Speaker speaker_1: Wanna.

Speaker speaker_2: And that's T-I-J-U-A-N-A.

Speaker speaker_1: Okay. Thank you. Um, let's see. So is, is this medical or dental?

Speaker speaker_2: Medical.

Speaker speaker_1: Okay. So yeah, the benefits are active. If you need- ... like, a breakdown of the benefits, um, I can provide you-

Speaker speaker_2: I want to find out does he have, like, a co-pay?

Speaker speaker_1: Well, these insurance, they do not have a co-pay. For a doctor's visit, um... Give me one, let me pull up sorry, the system is so slow sometimes.

Speaker speaker_2: That's okay.

Speaker speaker_1: Okay. So the insurance gonna cover \$50 towards the doctor visit and they are responsible for the rest.

Speaker speaker_2: Okay. Uh, so I'm... I don't know what the visit in total is gonna cost. So do you bill or would we bill?

Speaker speaker_1: Well, like I said, we do not process the claim here. Like, if you need all that information, I could transfer you to the actual carrier. Um, we will have, like, a benefit guide with a overview of some of the benefits and how much the insurance gonna cover.

Speaker speaker_2: Okay. Do you think you can fax it to the office for me, please?

Speaker speaker_1: If you have the ID card, it should be there under... um, the number should be there under ID card. What I got, it's, like, a regular benefit guide that they, we provide to the employees.

Speaker speaker_2: Okay. Nothing-

Speaker speaker_1: We are not the actual carrier. We are the administrative-

Speaker speaker_2: Oh.

Speaker speaker_1: ... for the health insurance. So if you want-

Speaker speaker_2: Okay.

Speaker speaker_1: ... I could give you the number for the carrier or I could transfer you there.

Speaker speaker_2: Um, can you give me the number?

Speaker speaker_1: Sure. It will be 800-256-2606.

Speaker speaker_2: 2606?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. All righty. Thank you thank you so much.

Speaker speaker_1: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: You too. Thanks.