Transcript: Pamela Blanc-5451631767633920-5510963704152064

Full Transcript

You're calling Benefits in a Car. This is Pamela speaking. How may I help you? Um, hello. My name is Red, R-E-D, last initial S, as in... Calling on behalf of a doctor's office to verify pre-certification requirements, and please be advised that this call is recorded for quality assurance purposes. And just to clarify, your name is Pamela? Yes, sir. Mm-hmm. You say you're calling from? I'm calling on the, behalf of a doctor's office. Okay. And how may I help you? Uh, yeah, I would like to check if, if prior authorization is required for a CPT code for our member. It was, uh, do you have the last four digits of the member's social so I can pull up their file? Uh, yeah. 7821. 70- 7821. First and last name? Samantha Sandor. Sandler? Sandor. S-A-N-D-O-R. Thank you. Okay. And can you verify his date of birth to make sure we are in the correct file? Uh, yeah. October 16, 2000. Okay. So, um, her benefits or the, the medical plan that they have, they already have a set amount that they're gonna pay for whatever the procedure might be. Now, I could transfer you to the actual carrier, um, and they will be able to give you a breakdown of, of the benefits, but, uh, th- she is not active at this time. Oh, this member is not active? Her benefits this week are not active. I'm sorry? Okay, so the benefits- What do you mean by that? ... she has throu- well, okay, these are not major insurance, so this, this pretty much is like a weekly- Mm-hmm. ... basic insurance. Um, every week- Mm-hmm. ... we receive a payment from their employer so, to keep their benefits active, but we have not received any payment- Mm-hmm. ... this week. Um, you could let her, you could let her- Oh, I see. ... give us a call and make the direct payment so she'd be able to, um, use the benefits she needs to. Mm-hmm. Um, I'm gonna give you a number. Uh, yeah. Yeah, um... I'm gonna give... Go ahead. Pamela, just to clarify, yeah, um, this member has a weekly basis for this plan, and also for this week, we do not have, um, any, uh- Oh, She's not active. ... health records for the benefits for this week. Yeah, yeah, so as of this time, this, um, patient or this member is not active for this week, so we could not check CPT codes and- No. ... you would, uh, not happen to know if this code you're requiring an authorization because member is not active for this week. No. Correct? No. She is not active, that's one thing. Now- Yeah. ... authorization, um, because of the type of benefits she has, she, she might not need an authorization, but I'm not the one to give you that answer. I could provide you with the telephone number of the actual carrier, and you could ask them- Okay. ... like to, for a breakdown example. Yeah, what's the phone number? Okay. The phone number is 256-8606. Also- Confirming this is the number for the actual carrier, 256-8606. Yes, sir. Okay. So you could have, you could have- Mm-hmm. ... the member give us a call, and she could make the direct payment, and she'll be able to use the benefit. They will go back being active. Mm-hmm. All right. You could let her know- Oh, yeah. Thank you. ... that her benefits are not good, and to give us a call. Yeah. So Pamela, just to really confirm, um, that we're on the same page, member is not active for this week, so there's no coverage to be, uh, done? Not

for this week, but if she gives us a call and make the direct payment- Yeah. ... she will be able to use the benefits, but as, right now, she's not active. Yeah. So, um, let's say call her friend then, because if this number is not active on your end, then any, um, prior authorization or medical services will not be covered, right? No, but if she calls and make the direct payment, she will- Yeah, I understand that. ... be able to use the benefits. Yeah, I understand that. But as I said, I mean- Yeah. For this week, we're not. ... she could get the service. So she's not active for this week. No. Not- Yeah. ... for sure. Yeah. I understand that she needs to call if you, she wants to be active. So- Yeah. ... she's not active for this week, so there's no coverage to be done. So can I get the caller reference? Right. Can you, can you give me your phone, your name once again? Red, R-E-D, like the color. S is the first initial to my last name. And the name of the c- uh, the medical that you're calling from? What medical? Can you tell me the, the name of the facility you're calling from? I'm calling on behalf of a doctor's office. Name is Arjumand Hashmi. Give me one second to finish my notes, and I'll provide you with the code, the reference. All right. I'm gonna be giving you letters and numbers. Let me know when you're ready. Sure. So it will be M as in Mary, A as in apple, U as in unicorn, dash, number four, letter J, Q, number six, letter T-Y, number eight, letter C, numbers one and eight. MAU-4JQ6TY8C18. Yes, sir. Thanks. Have a great day, Pamela. Have, have a great weekend. Okay. Thank you. Have a great rest of the day.

Conversation Format

Speaker speaker_0: You're calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_1: Um, hello. My name is Red, R-E-D, last initial S, as in... Calling on behalf of a doctor's office to verify pre-certification requirements, and please be advised that this call is recorded for quality assurance purposes. And just to clarify, your name is Pamela?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: You say you're calling from?

Speaker speaker_1: I'm calling on the, behalf of a doctor's office.

Speaker speaker_0: Okay. And how may I help you?

Speaker speaker_1: Uh, yeah, I would like to check if, if prior authorization is required for a CPT code for our member.

Speaker speaker_0: It was, uh, do you have the last four digits of the member's social so I can pull up their file?

Speaker speaker_1: Uh, yeah. 7821.

Speaker speaker_0: 70-

Speaker speaker_1: 7821.

Speaker speaker_0: First and last name?

Speaker speaker_1: Samantha Sandor.

Speaker speaker_0: Sandler?

Speaker speaker_1: Sandor. S-A-N-D-O-R.

Speaker speaker_0: Thank you. Okay. And can you verify his date of birth to make sure we are in the correct file?

Speaker speaker_1: Uh, yeah. October 16, 2000.

Speaker speaker_0: Okay. So, um, her benefits or the, the medical plan that they have, they already have a set amount that they're gonna pay for whatever the procedure might be. Now, I could transfer you to the actual carrier, um, and they will be able to give you a breakdown of, of the benefits, but, uh, th- she is not active at this time.

Speaker speaker_1: Oh, this member is not active?

Speaker speaker_0: Her benefits this week are not active.

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Okay, so the benefits-

Speaker speaker_1: What do you mean by that?

Speaker speaker_0: ... she has throu- well, okay, these are not major insurance, so this, this pretty much is like a weekly-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... basic insurance. Um, every week-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... we receive a payment from their employer so, to keep their benefits active, but we have not received any payment-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... this week. Um, you could let her, you could let her-

Speaker speaker_1: Oh, I see.

Speaker speaker_0: ... give us a call and make the direct payment so she'd be able to, um, use the benefits she needs to.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, I'm gonna give you a number.

Speaker speaker_1: Uh, yeah. Yeah, um...

Speaker speaker_0: I'm gonna give... Go ahead.

Speaker speaker_1: Pamela, just to clarify, yeah, um, this member has a weekly basis for this plan, and also for this week, we do not have, um, any, uh-

Speaker speaker_0: Oh,

Speaker speaker_2: She's not active.

Speaker speaker_1: ... health records for the benefits for this week. Yeah, yeah, so as of this time, this, um, patient or this member is not active for this week, so we could not check CPT codes and-

Speaker speaker_0: No.

Speaker speaker_1: ... you would, uh, not happen to know if this code you're requiring an authorization because member is not active for this week.

Speaker speaker_0: No.

Speaker speaker_1: Correct?

Speaker speaker_0: No. She is not active, that's one thing. Now-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... authorization, um, because of the type of benefits she has, she, she might not need an authorization, but I'm not the one to give you that answer. I could provide you with the telephone number of the actual carrier, and you could ask them-

Speaker speaker_1: Okay.

Speaker speaker_0: ... like to, for a breakdown example.

Speaker speaker_1: Yeah, what's the phone number?

Speaker speaker_0: Okay. The phone number is 256-8606. Also-

Speaker speaker_1: Confirming this is the number for the actual carrier, 256-8606.

Speaker speaker_0: Yes, sir. Okay. So you could have, you could have-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the member give us a call, and she could make the direct payment, and she'll be able to use the benefit. They will go back being active.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right. You could let her know-

Speaker speaker_1: Oh, yeah. Thank you.

Speaker speaker_0: ... that her benefits are not good, and to give us a call.

Speaker speaker_1: Yeah. So Pamela, just to really confirm, um, that we're on the same page, member is not active for this week, so there's no coverage to be, uh, done?

Speaker speaker_0: Not for this week, but if she gives us a call and make the direct payment-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... she will be able to use the benefits, but as, right now, she's not active.

Speaker speaker_1: Yeah. So, um, let's say call her friend then, because if this number is not active on your end, then any, um, prior authorization or medical services will not be covered, right?

Speaker speaker_0: No, but if she calls and make the direct payment, she will-

Speaker speaker_1: Yeah, I understand that.

Speaker speaker_0: ... be able to use the benefits.

Speaker speaker_1: Yeah, I understand that.

Speaker speaker_0: But as I said, I mean-

Speaker speaker_1: Yeah. For this week, we're not.

Speaker speaker_0: ... she could get the service.

Speaker speaker_1: So she's not active for this week.

Speaker speaker_0: No. Not-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... for sure.

Speaker speaker_1: Yeah. I understand that she needs to call if you, she wants to be active. So-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... she's not active for this week, so there's no coverage to be done. So can I get the caller reference?

Speaker speaker_0: Right. Can you, can you give me your phone, your name once again?

Speaker speaker_1: Red, R-E-D, like the color. S is the first initial to my last name.

Speaker speaker_0: And the name of the c- uh, the medical that you're calling from?

Speaker speaker_1: What medical?

Speaker speaker_0: Can you tell me the, the name of the facility you're calling from?

Speaker speaker_1: I'm calling on behalf of a doctor's office. Name is Arjumand Hashmi.

Speaker speaker_0: Give me one second to finish my notes, and I'll provide you with the code, the reference. All right. I'm gonna be giving you letters and numbers. Let me know when you're ready.

Speaker speaker_1: Sure.

Speaker speaker_0: So it will be M as in Mary, A as in apple, U as in unicorn, dash, number four, letter J, Q, number six, letter T-Y, number eight, letter C, numbers one and eight.

Speaker speaker_1: MAU-4JQ6TY8C18.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Thanks. Have a great day, Pamela. Have, have a great weekend.

Speaker speaker_0: Okay. Thank you. Have a great rest of the day.