

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits in Your Car. This is Brandy speaking. How may I help? Hi. I'm calling to verify a patient is insured. Sure. What's the name of the... Oh, um, give me one second. Let's see here. Okay. Um, by any... Do you have the last four digits of his Social? What's the last four digits of your Social? 8458. 8458. Okay, um, can you ask the patient who the sh- who she works with? The staffing agency? Who, who is it that you work with? What's your staffing agency name? Innovative. Innovative? Okay. First and last name? It's Longdon. It's L-O-G-S-D-O-N. All right. The first name Timothy? Yes. All right. I just need to verify one more thing, the date of birth. It's 1/13/1962. Thank you. Mm-hmm. Let's see. Okay, so he is active. Is this for medical or dental, vision? It's medical. It's for an urgent care visit. Okay. So- Would you by chance happen to have... Sorry, go ahead. Okay, I was going to say let me check if his, um, policy number is already generated in the system, because he became effective yesterday. Um, and usually for us, we able to pull up the ID card, like, 72 hours after, because we are not the carrier. We're just the administrator for the health insurance. Okay. So let me check if I'm able to pull up the, um, policy number. If not, I'll provide you with the actual carrier number, if you need, like, a breakdown of the benefits or where to- So I don't need like, a break... So he's trying to be seen now. All I need from him is just the member ID number, the insurance, the carrier, the member ID, group number and then the PO box that's usually on the back of the card. That way we can make sure it gets to him by mailing it. I understand, but I... That's what I'm saying I'm trying to... I want to see if I'm able to pull it up. If not, then I will have to transfer you to the actual carrier. Gotcha. Because we are not the carrier. All right? Just bear with me. Okay. Yeah. You're good. One second. Hello? Hello? Ma'am, thank you for holding. So I do have a policy number for his medical benefits. So I'm not sure if that's... Is that the same as the member ID and the group number? Or is that just the policy, the policy number for... Because there's a difference in the, between the policy number and the member ID. No, this is what you're going to need to be able to, um, submit the claim to the carrier. Okay. Um, 259-4405. I could give you the address or... Let me see what we're going to do. Okay. I... Okay. So I am the receptionist at the urgent care and in order to get him checked in, I have to have the insurance carrier, so whoever the insurance itself is, plus the member ID. So the member ID is the number that would be able to signify that this is him, that he has paid under that ID and the group number. So it's whatever, whatever insurance, whatever his Innovative, whatever their group number is for that insurance, it would be connected to them. Just like his member ID is connected to him. The policy number- Right. ... um, to be honest, it's not even really a certain amount of numbers that would be for a member ID. That's the policy that, that's just showing that that's his, that he's verified that yes, it can show that that's the insurance, but that's not the- Okay, so then what I will do. ... information that I'm needing. I will go ahead and transfer you to the actual carrier, because that's the only

information I- I'm able to provide to you. Okay, that's perfect. And it's- I appreciate it. ... you know, there is..... on my end at this time. Yeah, that's okay. All right. Okay. Do, do you want me to write down the number just in case? Uh, yes, I'm ready. It's 800-256-8606 and it's APL. That's the name of the insurance. ATL? AP as in... A as in Apple, P as in Paul, L as in Larry. Okay. And this, this insurance isn't like, a Medicaid or anything like that, is it? No. These are not, like, major insurance. Okay. I just wanted to be sure so that way we're not sitting here and wasting any time. Okay. No problem. I appreciate your help. Um, are you... You said you're going to transfer me? Mm-hmm. Yes. Okay, thank you. All right. That's okay. If I can't get it through this way then, hon, then it's going to have to be self-pay, because she wasn't able to get me the information and I got to make sure I can check people in as well, okay? If you want to sign in, sir, I'll be with you when I can. Um, so sorry, the self-pay is \$700.15 and then any..... in the back are 50.....

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in Your Car. This is Brandy speaking. How may I help?

Speaker speaker\_1: Hi. I'm calling to verify a patient is insured.

Speaker speaker\_0: Sure. What's the name of the... Oh, um, give me one second. Let's see here. Okay. Um, by any... Do you have the last four digits of his Social?

Speaker speaker\_1: What's the last four digits of your Social?

Speaker speaker\_2: 8458.

Speaker speaker\_1: 8458.

Speaker speaker\_0: Okay, um, can you ask the patient who the sh- who she works with? The staffing agency?

Speaker speaker\_1: Who, who is it that you work with? What's your staffing agency name?

Speaker speaker\_2: Innovative.

Speaker speaker\_1: Innovative?

Speaker speaker\_0: Okay. First and last name?

Speaker speaker\_1: It's Longdon. It's L-O-G-S-D-O-N.

Speaker speaker\_0: All right. The first name Timothy?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. I just need to verify one more thing, the date of birth.

Speaker speaker\_1: It's 1/13/1962.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Let's see. Okay, so he is active. Is this for medical or dental, vision?

Speaker speaker\_1: It's medical. It's for an urgent care visit.

Speaker speaker\_0: Okay. So-

Speaker speaker\_1: Would you by chance happen to have... Sorry, go ahead.

Speaker speaker\_0: Okay, I was going to say let me check if his, um, policy number is already generated in the system, because he became effective yesterday. Um, and usually for us, we are able to pull up the ID card, like, 72 hours after, because we are not the carrier. We're just the administrator for the health insurance.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So let me check if I'm able to pull up the, um, policy number. If not, I'll provide you with the actual carrier number, if you need, like, a breakdown of the benefits or where to-

Speaker speaker\_1: So I don't need like, a break... So he's trying to be seen now. All I need from him is just the member ID number, the insurance, the carrier, the member ID, group number and then the PO box that's usually on the back of the card. That way we can make sure it gets to him by mailing it.

Speaker speaker\_0: I understand, but I... That's what I'm saying I'm trying to... I want to see if I'm able to pull it up. If not, then I will have to transfer you to the actual carrier.

Speaker speaker\_1: Gotcha.

Speaker speaker\_0: Because we are not the carrier. All right? Just bear with me.

Speaker speaker\_1: Okay. Yeah. You're good.

Speaker speaker\_0: One second. Hello?

Speaker speaker\_1: Hello?

Speaker speaker\_0: Ma'am, thank you for holding. So I do have a policy number for his medical benefits.

Speaker speaker\_1: So I'm not sure if that's... Is that the same as the member ID and the group number? Or is that just the policy, the policy number for... Because there's a difference in the, between the policy number and the member ID.

Speaker speaker\_0: No, this is what you're going to need to be able to, um, submit the claim to the carrier.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, 259-4405. I could give you the address or... Let me see what we're going to do.

Speaker speaker\_1: Okay. I... Okay. So I am the receptionist at the urgent care and in order to get him checked in, I have to have the insurance carrier, so whoever the insurance itself is, plus the member ID. So the member ID is the number that would be able to signify that this is him, that he has paid under that ID and the group number. So it's whatever, whatever insurance, whatever his Innovative, whatever their group number is for that insurance, it would be connected to them. Just like his member ID is connected to him. The policy number-

Speaker speaker\_0: Right.

Speaker speaker\_1: ... um, to be honest, it's not even really a certain amount of numbers that would be for a member ID. That's the policy that, that's just showing that that's his, that he's verified that yes, it can show that that's the insurance, but that's not the-

Speaker speaker\_0: Okay, so then what I will do.

Speaker speaker\_1: ... information that I'm needing.

Speaker speaker\_0: I will go ahead and transfer you to the actual carrier, because that's the only information I- I'm able to provide to you.

Speaker speaker\_1: Okay, that's perfect.

Speaker speaker\_0: And it's-

Speaker speaker\_1: I appreciate it.

Speaker speaker\_0: ... you know, there is..... on my end at this time.

Speaker speaker\_1: Yeah, that's okay. All right. Okay.

Speaker speaker\_0: Do, do you want me to write down the number just in case?

Speaker speaker\_1: Uh, yes, I'm ready.

Speaker speaker\_0: It's 800-256-8606 and it's APL. That's the name of the insurance.

Speaker speaker\_1: ATL?

Speaker speaker\_0: AP as in... A as in Apple, P as in Paul, L as in Larry.

Speaker speaker\_1: Okay. And this, this insurance isn't like, a Medicaid or anything like that, is it?

Speaker speaker\_0: No. These are not, like, major insurance.

Speaker speaker\_1: Okay. I just wanted to be sure so that way we're not sitting here and wasting any time. Okay.

Speaker speaker\_0: No problem.

Speaker speaker\_1: I appreciate your help. Um, are you... You said you're going to transfer me?

Speaker speaker\_0: Mm-hmm. Yes.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: All right.

Speaker speaker\_1: That's okay. If I can't get it through this way then, hon, then it's going to have to be self-pay, because she wasn't able to get me the information and I got to make sure I can check people in as well, okay? If you want to sign in, sir, I'll be with you when I can. Um, so sorry, the self-pay is \$700.15 and then any..... in the back are 50.....