

Transcript: Pamela

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Full Transcript

Thank you for calling the Benefit Center 5. This is Pamela speaking. How may I help you? Hi, Pamela. This is Jodie with new patient regis... Registration with Sutter Health. I have, um, a patient or member also on the line with this. We're trying to find out whether Sutter Health is in network with her insurance and whether we take it. I, um, it's not on our list and I have way, no way to run it in our system. So, I'm trying to find out whether it's active, her eligibility, and whether, um, it contracts with Sutter Health. Okay. So, what I could do, I could check if it's, her benefits are active. But when it comes to find out if you guys in network, I could either transfer you or provide you with the phone number as well. They do have a website that you could check. Okay. All right. We're supposed to call, so what is the, um... Okay. I need your, um, the last four digits of your Social, so for her file. Okay. I'll need to let her talk then because I don't have that. Okay. No problem. Okay. Um, uh, Toome, do you want to go ahead and talk? She needs some information. Ma'am. Okay, can you hear me? Yes, yes, yes. Can you please give me the- Yes, I hear you. ... last four digits of the Social and the staffing agency you work for? Um, it's, um, 2059. And who you work for? I work for an Care Builders At Home. The staffing agency? Uh, the Access Care Home. And my company name is, uh, Care Builders At Home. Care Builders- Care Builder. ... At Home. Huh? Yeah, Care Builder. Care Builder? Yeah. Care Builders At Home. At Home. Okay. And you said the last four is t- 2059? Uh, ma'am- What is it? ... what did you say? Huh? The last four digits of your Social, 2059. What did you say? Ah, 2059. Yes. And the first and last name? First name is Toome Dembrel, last name is Patash. All right. Ms. Patash, for security reasons, just to make sure we are in the correct file, we need to verify your complete address and date of birth. Okay. Yeah. Uh, 1431 Jackson Street. Apartment number is 809. Uh, Oakland, California. ZIP code is, uh, 94612. My date of birth is March 26th, 1970. Thank you for the information. We have a telephone number on file, 510-860-7612. So, um- Yes. ... go into the... Um, you are, your benefits are active. Now- I think, I think- ... before that- ... so I think, I think... Yes. Okay. So, um, I, I want to explain this to the, um, lady from the doctor's office. Okay. Okay. So, her benefits are active. She is, um, she has preventive care plan. Now, if you guys are in network, she is responsible to pay for the visit and the insurance going to cover the actual procedures. Um, if you would like, I could give you the phone number that you can call to check if you guys are in network. Okay. Or would you like me to- Yeah. Um, I have to call a different number. So, she, her, her plan is active and it's a preventative care. So, is it like an indemnity plan, she has to pay it though, you guys, and you guys pay her back? No. No. Okay, but because I thought you said she had to pay. So- No, she has to pay you for the visit. Let's say she goes tomorrow, whatever the doctor charge, let's say 100, 200, whatever it may be, she is responsible for that. Now, if she has any proce- procedures done, let's say checking her cholesterol, diabetes, um, those procedures, the insurance going to cover. Okay. So, some things she has to pay for? Yes.

Okay. How about that if I... Care, uh, irregu- ah, check-in, I pay? Check-in. I did not... Uh, I was not able to hear what you said. Hello? Uh, if I just, uh, check in, check-in, irregu- like check-in, I pay or my insurance pays check-in? Like, uh, I think she's asking for... I think she's asking, like, for a checkup. Like, and she said gynecological, so maybe like a Pap smear or- Yes, something like... Yeah, they do, um-They will, um, cover it. Now, we are not a carrier, so we don't have everything listed of what the insurance going to cover. Um. Okay. If you have the card, on the ID card i- as well, it will be the carrier's phone number. And they will be able to- What is your carrier? Okay. It's called IMA 90 Degrees. Oh, you, you said I? As in apple. I mean, I'm sorry, not I as in apple. Oh. I as in ice cube. M as in Mary. Okay. A as in apple. Okay. So, IMA. So, um, and then what was the rest of it? 90 Degrees & 90- 90- Yeah. Okay. Um, and what is it, you said that there's a phone number, um, that I can call? Mm-hmm. To check? Okay. Um, can I go ahead and, uh, get that phone number? Or... It's 800-457-1403. Okay. 1-800-457-1403. Yes. Okay. And, um, you don't know, 'cause I know there are certain ones I don't take. You don't know if this one is, um, an auto b- uh, benefit or an access card or, um, 'cause I know that I don't take those ones for MultiPlan. I have no, I will not be able to tell you that. You have no idea. It doesn't say. Okay. All right. I thought I'd at least try. Okay, no problem. Sorry. No problem. Thank you so much. Anything else I can do for you? Um, no, that's it. I'll go ahead and call the other number. All right, thank you. Have a great rest of the day. All right. Oh, actually, can I get a reference number for that being, um, eligible, and when is the eligible date? When is the effective date? Okay. Give me one second. Let me go back to that. Um... Sorry. Effective date and a reference number. Benefits? Uh, benefits- For the benefits. ... became effective- Yeah. ... on the 30th of December, uh, last year. 12/30/2024, okay. Hold on. Let me finish my notes and I'll be able to provide you with the reference number. Okay, thank you. So, we'll be giving you a lot of letters and numbers. So... Okay. Start... Get prepared. Okay. So, we're going to start with, the initial of her job which is A-T-C. A as in apple, T as in Tom, C as in Charlie, then dash. Okay. M as in Mary, D as in David, S as in Sam. Okay. Number five. Okay. F as in Frank, X as in x-ray, number one, Q, K as in- Q or q? Mm-hmm. Q. As in quick. Q as in Quebec. Yeah. Okay. K as in key, and R as in Rick. Okay. All right. Okay. Thank you so much. Anything else? Have a good one. All right, thank you. Have a great rest of the day. All right, thank you. All right, bye.

Conversation Format

Speaker speaker_0: Thank you for calling the Benefit Center 5. This is Pamela speaking. How may I help you? Hi, Pamela. This is Jodie with new patient regis... Registration with Sutter Health. I have, um, a patient or member also on the line with this. We're trying to find out whether Sutter Health is in network with her insurance and whether we take it. I, um, it's not on our list and I have way, no way to run it in our system. So, I'm trying to find out whether it's active, her eligibility, and whether, um, it contracts with Sutter Health. Okay. So, what I could do, I could check if it's, her benefits are active. But when it comes to find out if you guys in network, I could either transfer you or provide you with the phone number as well. They do have a website that you could check. Okay. All right. We're supposed to call, so what is the, um... Okay. I need your, um, the last four digits of your Social, so for her file. Okay. I'll need to let her talk then because I don't have that. Okay. No problem. Okay. Um, uh, Toome, do you

want to go ahead and talk? She needs some information.

Speaker speaker_1: Ma'am. Okay, can you hear me?

Speaker speaker_0: Yes, yes, yes.

Speaker speaker_1: Can you please give me the-

Speaker speaker_0: Yes, I hear you.

Speaker speaker_1: ... last four digits of the Social and the staffing agency you work for? Um, it's, um, 2059.

Speaker speaker_0: And who you work for?

Speaker speaker_1: I work for an Care Builders At Home.

Speaker speaker_0: The staffing agency?

Speaker speaker_1: Uh, the Access Care Home. And my company name is, uh, Care Builders At Home. Care Builders-

Speaker speaker_0: Care Builder.

Speaker speaker_1: ... At Home. Huh?

Speaker speaker_0: Yeah, Care Builder. Care Builder?

Speaker speaker_1: Yeah. Care Builders At Home. At Home.

Speaker speaker_0: Okay. And you said the last four is t- 2059?

Speaker speaker_1: Uh, ma'am-

Speaker speaker_0: What is it?

Speaker speaker_1: ... what did you say? Huh?

Speaker speaker_0: The last four digits of your Social, 2059.

Speaker speaker_1: What did you say? Ah, 2059. Yes.

Speaker speaker_0: And the first and last name?

Speaker speaker_1: First name is Toome Dembrel, last name is Patash.

Speaker speaker_0: All right. Ms. Patash, for security reasons, just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: Uh, 1431 Jackson Street. Apartment number is 809. Uh, Oakland, California. ZIP code is, uh, 94612. My date of birth is March 26th, 1970.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 510-860-7612. So, um-

Speaker speaker_1: Yes.

Speaker speaker_0: ... go into the... Um, you are, your benefits are active. Now-

Speaker speaker_1: I think, I think-

Speaker speaker_0: ... before that-

Speaker speaker_1: ... so I think, I think... Yes.

Speaker speaker_0: Okay. So, um, I, I want to explain this to the, um, lady from the doctor's office. Okay. Okay. So, her benefits are active. She is, um, she has preventive care plan. Now, if you guys are in network, she is responsible to pay for the visit and the insurance going to cover the actual procedures. Um, if you would like, I could give you the phone number that you can call to check if you guys are in network. Okay. Or would you like me to- Yeah. Um, I have to call a different number. So, she, her, her plan is active and it's a preventative care. So, is it like an indemnity plan, she has to pay it though, you guys, and you guys pay her back? No. No. Okay, but because I thought you said she had to pay. So- No, she has to pay you for the visit. Let's say she goes tomorrow, whatever the doctor charge, let's say 100, 200, whatever it may be, she is responsible for that. Now, if she has any proce- procedures done, let's say checking her cholesterol, diabetes, um, those procedures, the insurance going to cover. Okay. So, some things she has to pay for? Yes. Okay.

Speaker speaker_1: How about that if I... Care, uh, irregu- ah, check-in, I pay? Check-in.

Speaker speaker_0: I did not... Uh, I was not able to hear what you said. Hello?

Speaker speaker_1: Uh, if I just, uh, check in, check-in, irregu- like check-in, I pay or my insurance pays check-in?

Speaker speaker_0: Like, uh, I think she's asking for... I think she's asking, like, for a checkup. Like, and she said gynecological, so maybe like a Pap smear or-

Speaker speaker_1: Yes, something like...

Speaker speaker_0: Yeah, they do, um-They will, um, cover it. Now, we are not a carrier, so we don't have everything listed of what the insurance going to cover. Um.

Speaker speaker_2: Okay.

Speaker speaker_0: If you have the card, on the ID card i- as well, it will be the carrier's phone number. And they will be able to-

Speaker speaker_2: What is your carrier? Okay.

Speaker speaker_0: It's called IMA 90 Degrees.

Speaker speaker_2: Oh, you, you said I?

Speaker speaker_0: As in apple. I mean, I'm sorry, not I as in apple.

Speaker speaker_2: Oh.

Speaker speaker_0: I as in ice cube. M as in Mary.

Speaker speaker_2: Okay.

Speaker speaker_0: A as in apple.

Speaker speaker_2: Okay. So, IMA. So, um, and then what was the rest of it?

Speaker speaker_0: 90 Degrees & 90-

Speaker speaker_2: 90-

Speaker speaker_0: Yeah.

Speaker speaker_2: Okay. Um, and what is it, you said that there's a phone number, um, that I can call?

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: To check? Okay. Um, can I go ahead and, uh, get that phone number? Or...

Speaker speaker_0: It's 800-457-1403.

Speaker speaker_2: Okay. 1-800-457-1403.

Speaker speaker_0: Yes.

Speaker speaker_2: Okay. And, um, you don't know, 'cause I know there are certain ones I don't take. You don't know if this one is, um, an auto b- uh, benefit or an access card or, um, 'cause I know that I don't take those ones for MultiPlan.

Speaker speaker_0: I have no, I will not be able to tell you that.

Speaker speaker_2: You have no idea. It doesn't say. Okay. All right. I thought I'd at least try.

Speaker speaker_0: Okay, no problem.

Speaker speaker_2: Sorry.

Speaker speaker_0: No problem.

Speaker speaker_2: Thank you so much.

Speaker speaker_0: Anything else I can do for you?

Speaker speaker_2: Um, no, that's it. I'll go ahead and call the other number.

Speaker speaker_0: All right, thank you. Have a great rest of the day.

Speaker speaker_2: All right. Oh, actually, can I get a reference number for that being, um, eligible, and when is the eligible date? When is the effective date?

Speaker speaker_0: Okay. Give me one second. Let me go back to that. Um...

Speaker speaker_2: Sorry. Effective date and a reference number.

Speaker speaker_0: Benefits? Uh, benefits-

Speaker speaker_2: For the benefits.

Speaker speaker_0: ... became effective-

Speaker speaker_2: Yeah.

Speaker speaker_0: ... on the 30th of December, uh, last year.

Speaker speaker_2: 12/30/2024, okay.

Speaker speaker_0: Hold on. Let me finish my notes and I'll be able to provide you with the reference number.

Speaker speaker_2: Okay, thank you.

Speaker speaker_0: So, we'll be giving you a lot of letters and numbers. So...

Speaker speaker_2: Okay.

Speaker speaker_0: Start... Get prepared.

Speaker speaker_2: Okay.

Speaker speaker_0: So, we're going to start with, the initial of her job which is A-T-C. A as in apple, T as in Tom, C as in Charlie, then dash.

Speaker speaker_2: Okay.

Speaker speaker_0: M as in Mary, D as in David, S as in Sam.

Speaker speaker_2: Okay.

Speaker speaker_0: Number five.

Speaker speaker_2: Okay.

Speaker speaker_0: F as in Frank, X as in x-ray, number one, Q, K as in-

Speaker speaker_2: Q or q?

Speaker speaker_0: Mm-hmm. Q. As in quick.

Speaker speaker_2: Q as in Quebec.

Speaker speaker_0: Yeah.

Speaker speaker_2: Okay.

Speaker speaker_0: K as in key, and R as in Rick.

Speaker speaker_2: Okay.

Speaker speaker_0: All right.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_0: Anything else? Have a good one.

Speaker speaker_2: All right, thank you. Have a great rest of the day.

Speaker speaker_0: All right, thank you.

Speaker speaker_2: All right, bye.