

Transcript: Pamela

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Full Transcript

Thank you for calling Medic City Healthcare. This is Pamela speaking. How may I help you? Yeah, hi. My name is, um, Sherry Alspach. I'm the clinical manager with Wellness On Wheels community outreach through OhioHealth in Columbus, Ohio. Um, we have a, we had a patient, um, bring in, um, the insur- an insurance card with your guys' number on it. Um, I don't really see, like, I guess I do see a payer ID. But I didn't know if you, I mean, who you guys, um, 'cause OhioHealth I don't think takes this insurance. And I'm trying to see where you guys, um, send your patients with this insurance for prenatal care. Okay. So the ID card has a D at the beginning? I mean, oh, okay. The- It has an EDI- Okay. ... an EDI payer ID. Does it say like a employee ID number or anything? No. Uh, they, that part- All right. ... that part's not copied. Okay. The only part that I have on the screen is the back part. I have the patient's information. Um- Okay. And I can- Let me try to find the patient to see if- Okay. ... I'm able to see which plan they are- Yeah. I'm s- I'm so sorry. ... covered with. Yeah, 'cause I'm like, uh, I don't know. Okay. Let me get back to her chart here. X out of that. Okay. Um, do you want first and last name first? Yeah. That's fine. Okay. It's a Patricia. P-A-T-R-I-C-I-A. Last name is C-H-A-V-R-E. I have a date of birth of 2/28/1993. Okay. Let's see if I... So you said the last name is C-H-A-V as in Victor? Correct. R-E. R-E. Nothing coming up. See, let me try. So it says... Can you repeat the date of birth? Her date of birth is 2/28/1993. She is a CS Tech, is where she works part-time. CA? CS Tech. I have a significant other's name as well, but I don't have any other information. Let's see. I think that's why our source 32871, I have one here about not having... I don't... I don't have- Were you able to look at by address or anything? Uh, let's try the phone number because the last name is not coming up. Maybe it's misspelled. Can, um- Okay. ... give me a phone number? I can give you two different phone numbers. Let's try the first. Okay. It's 380-243-2248. No, that one doesn't come up. Okay. I have- Let's try this. You ready for the other one? Mm-hmm. 786- 786. ... 444-1745. ... 444-7445. I do have someone with that. Let's see. Uh, Duvall Noel. That's listed as her significant other. Tells me that, oh, really old account. Maybe they don't have that number anymore. Okay. Okay. Mm-hmm. All right. So let's go back to the last name. Let's, let's spell it one more time just to make sure that I got it correct. Okay. C as in Charlie. Mm-hmm. H as in Henry. A as in Apple. V as in Victor. R as in Rodeo. E as in Edward. All right. It came up now. Oh, okay. Yes. Okay. So none of them phone number you gave me are the one we have. Anyway- Okay. ... she is active and the benefits that she has is a preventive care plan. Um, we'll need the administrator of the health insurance. Now I could put you through or give you the phone number to the actual carrier and they'll give you like a breakdown of the benefits or I could provide you- Well, I just need to know what hospital is covered because I don't think OhioHealth takes that insurance. Okay. So... So I, I just need to know what the preferred, um, you know, provider is for her to go. Yeah. It, it has to be in-network. Yes. And, um- Right. ...

we- I just need to know what's- I could also- ... in-network for her. I could, yeah, I could go ahead and transfer you to that, um, to MultiPlan. They are the ones that will let you know if you guys are in-network or not, or who is in-network or not. Okay. Perfect. Thank you. All right. Sure. Just bear with me. Oh, ma'am, I'm sorry. Yeah. What, what is your name? Just for my notes. That's okay. My name is Sherry. Sherry. And your last name? My last name is A-L-S-P-A-C-H. And I'm calling from OhioHealth. All right. Thank you so much. Let me transfer you. Mm-hmm.

Conversation Format

Speaker speaker_0: Thank you for calling Medic City Healthcare. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yeah, hi. My name is, um, Sherry Alspach. I'm the clinical manager with Wellness On Wheels community outreach through OhioHealth in Columbus, Ohio. Um, we have a, we had a patient, um, bring in, um, the insur- an insurance card with your guys' number on it. Um, I don't really see, like, I guess I do see a payer ID. But I didn't know if you, I mean, who you guys, um, 'cause OhioHealth I don't think takes this insurance. And I'm trying to see where you guys, um, send your patients with this insurance for prenatal care.

Speaker speaker_0: Okay. So the ID card has a D at the beginning? I mean, oh, okay. The-

Speaker speaker_1: It has an EDI-

Speaker speaker_0: Okay.

Speaker speaker_1: ... an EDI payer ID.

Speaker speaker_0: Does it say like a employee ID number or anything?

Speaker speaker_1: No. Uh, they, that part-

Speaker speaker_0: All right.

Speaker speaker_1: ... that part's not copied.

Speaker speaker_0: Okay.

Speaker speaker_1: The only part that I have on the screen is the back part. I have the patient's information. Um-

Speaker speaker_0: Okay.

Speaker speaker_1: And I can-

Speaker speaker_0: Let me try to find the patient to see if-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I'm able to see which plan they are-

Speaker speaker_1: Yeah. I'm s- I'm so sorry.

Speaker speaker_0: ... covered with.

Speaker speaker_1: Yeah, 'cause I'm like, uh, I don't know. Okay. Let me get back to her chart here. X out of that. Okay. Um, do you want first and last name first?

Speaker speaker_0: Yeah. That's fine.

Speaker speaker_1: Okay. It's a Patricia. P-A-T-R-I-C-I-A. Last name is C-H-A-V-R-E. I have a date of birth of 2/28/1993.

Speaker speaker_0: Okay. Let's see if I... So you said the last name is C-H-A-V as in Victor?

Speaker speaker_1: Correct. R-E.

Speaker speaker_0: R-E. Nothing coming up. See, let me try. So it says... Can you repeat the date of birth?

Speaker speaker_1: Her date of birth is 2/28/1993. She is a CS Tech, is where she works part-time.

Speaker speaker_0: CA?

Speaker speaker_1: CS Tech. I have a significant other's name as well, but I don't have any other information.

Speaker speaker_0: Let's see. I think that's why our source 32871, I have one here about not having... I don't... I don't have-

Speaker speaker_1: Were you able to look at by address or anything?

Speaker speaker_0: Uh, let's try the phone number because the last name is not coming up. Maybe it's misspelled. Can, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... give me a phone number?

Speaker speaker_1: I can give you two different phone numbers.

Speaker speaker_0: Let's try the first.

Speaker speaker_1: Okay. It's 380-243-2248.

Speaker speaker_0: No, that one doesn't come up.

Speaker speaker_1: Okay. I have-

Speaker speaker_0: Let's try this.

Speaker speaker_1: You ready for the other one?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: 786-

Speaker speaker_0: 786.

Speaker speaker_1: ... 444-1745.

Speaker speaker_0: ... 444-7445. I do have someone with that. Let's see.

Speaker speaker_1: Uh, Duvall Noel. That's listed as her significant other.

Speaker speaker_0: Tells me that, oh, really old account. Maybe they don't have that number anymore.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: All right.

Speaker speaker_0: So let's go back to the last name. Let's, let's spell it one more time just to make sure that I got it correct.

Speaker speaker_1: Okay. C as in Charlie.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: H as in Henry. A as in Apple. V as in Victor. R as in Rodeo. E as in Edward.

Speaker speaker_0: All right. It came up now.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yes. Okay. So none of them phone number you gave me are the one we have. Anyway-

Speaker speaker_1: Okay.

Speaker speaker_0: ... she is active and the benefits that she has is a preventive care plan. Um, we'll need the administrator of the health insurance. Now I could put you through or give you the phone number to the actual carrier and they'll give you like a breakdown of the benefits or I could provide you-

Speaker speaker_1: Well, I just need to know what hospital is covered because I don't think OhioHealth takes that insurance.

Speaker speaker_0: Okay. So...

Speaker speaker_1: So I, I just need to know what the preferred, um, you know, provider is for her to go.

Speaker speaker_0: Yeah. It, it has to be in-network. Yes. And, um-

Speaker speaker_1: Right.

Speaker speaker_0: ... we-

Speaker speaker_1: I just need to know what's-

Speaker speaker_0: I could also-

Speaker speaker_1: ... in-network for her.

Speaker speaker_0: I could, yeah, I could go ahead and transfer you to that, um, to MultiPlan. They are the ones that will let you know if you guys are in-network or not, or who is in-network or not.

Speaker speaker_1: Okay. Perfect. Thank you.

Speaker speaker_0: All right. Sure. Just bear with me. Oh, ma'am, I'm sorry.

Speaker speaker_1: Yeah.

Speaker speaker_0: What, what is your name? Just for my notes.

Speaker speaker_1: That's okay. My name is Sherry.

Speaker speaker_0: Sherry. And your last name?

Speaker speaker_1: My last name is A-L-S-P-A-C-H. And I'm calling from OhioHealth.

Speaker speaker_0: All right. Thank you so much. Let me transfer you.

Speaker speaker_1: Mm-hmm.