

Transcript: Pamela

Blanc-6422457912180736-6385452541067264

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Hello, Pamela. Um, I am calling from Goshen Physicians Care Connect. Um, I've been trying to reach someone and I've already dialed plenty numbers in the back of the card, and I can't get through to anyone. Could you help me out? Who you trying to contact? Um, so I need someone to see if they can check if I need a prior authorization for this patient. Okay. And, um, what are the... What does the, the card says at the front? In the front it says, let me see. I could know which, uh, carrier. Okay. Um, so on the top it says Mao Workforce Solutions, um, on the little box that says number. Mm-hmm. Okay. And then on the, on the... Is that what you needed? Yeah. I w- I want, it should say, on the bottom, it says, it says, "Employee ID" or "Hospital..." Yeah, employee ID. Number. He wants the ID. It says, somewhere there it says 90 Degree? Yeah. Okay, so that's, I am a- It says there on the back. Yes, okay. So I know what they mean. On the back of the card, mm-hmm. They may contact you someone on the line, just bear with me. Thank you. Hello? Yes. All right. So, if anything, on the back of the card, the number, uh, it says, "IMA 833-4296, 1-800-833-4296." Mm-hmm. If you ever wanna contact the actual carrier, that's the number, but your option will be option one. All right? Okay. Give me one second. Thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits

Speaker speaker_2: Hello, Pamela. Um, I am calling from Goshen Physicians Care Connect. Um, I've been trying to reach someone and I've already dialed plenty numbers in the back of the card, and I can't get through to anyone. Could you help me out?

Speaker speaker_1: Who you trying to contact?

Speaker speaker_2: Um, so I need someone to see if they can check if I need a prior authorization for this patient.

Speaker speaker_1: Okay. And, um, what are the... What does the, the card says at the front?

Speaker speaker_2: In the front it says, let me see.

Speaker speaker_1: I could know which, uh, carrier.

Speaker speaker_2: Okay. Um, so on the top it says Mao Workforce Solutions, um, on the little box that says number.

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_2: And then on the, on the... Is that what you needed?

Speaker speaker_1: Yeah. I w- I want, it should say, on the bottom, it says, it says, "Employee ID" or "Hospital..."

Speaker speaker_2: Yeah, employee ID.

Speaker speaker_1: Number.

Speaker speaker_2: He wants the ID.

Speaker speaker_1: It says, somewhere there it says 90 Degree?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, so that's, I am a-

Speaker speaker_2: It says there on the back.

Speaker speaker_1: Yes, okay. So I know what they mean.

Speaker speaker_2: On the back of the card, mm-hmm.

Speaker speaker_1: They may contact you someone on the line, just bear with me.

Speaker speaker_2: Thank you.

Speaker speaker_1: Hello?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So, if anything, on the back of the card, the number, uh, it says, "IMA 833-4296, 1-800-833-4296."

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: If you ever wanna contact the actual carrier, that's the number, but your option will be option one. All right?

Speaker speaker_2: Okay.

Speaker speaker_1: Give me one second.

Speaker speaker_2: Thank you.