

Transcript: Pamela

Blanc-6492680223768576-6004709225709568

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10:05. This is Pamela speaking. How may I help you? Yes, Pamela, this is Tanya at River Valley Primary Care, and I'm trying to check a claim status. Uh, we received a remit stating that, uh, they're waiting to check eligibility on this patient, and I just need to find out what all is going on with this claim. Okay, so you received the EOB, the letter from the actual carrier? Uh-huh. That's their way of letting you know that they are processing the claim. Um, they'll get the information they need from us. Uh-huh. I personally don't have access to, to that. Uh, uh, it goes through another department. But if you receive the, the letter, it usually takes about 30 days for the whole, the whole process to be completed. Okay. Is there able... Is there a way to check eligibility on her? I could tell you- Okay. ... if the member was active on the date of service, yes, I could do that. Okay, yeah. Can you do that for me? Sure. May I have the patient first and last name? It's Hailey Hogshooter. How you spell the last name? It's H-O-G-S-H-O-O-T-E-R. It's a different name. I will say it sounds really easy, but I don't think it, it will be. As spelled as it sounds, let's see here. Let's see. This only take a little longer to find them, because we only go by the first and last name. Okay, and the date of birth, let me make sure I have the correct one. Yes, it's August 22nd, 1994. Okay. Can you tell me the date of service? Yes, it's going to be December the 5th, 2024. Okay. Um, and this is for medical? Yes. Yeah. Uh, December 5th, yeah, she is active and covered. She's active and covered? Okay. All righty, do you have a reference number for me? I will... After I do my notes that's provided to you. Um- Okay. Can you tell me the name of the facility you're calling from again? Yes, River Valley Primary Care. River Valley. Yeah, okay. One more second. Okay, not a problem. All right. If you want it pulled to check on that carrier... I mean, I'm sorry, on the policy, you could call the carrier. I could give you the phone number if you would like to. Okay. Yes, what is that? Okay. It will be 800-256-8606. Okay. And I would be able to check... Would it be like claims and stuff like that? Yes, they will be able to- Okay. ... tell you, um, like exactly how long it's gonna be, and how much they paying, any other questions that you have, like a breakdown of everything. Oh, kind of a breakdown- Yeah. ... and everything on it. Okay. All righty, that works for me. Thank you so much. I will be giving you letters and number, a lot of them. Okay. All right? Oh, okay. So listen. Um, okay, so it's W, R as in red, K as in kilo. Dash, H, F as in frank, numbers 221, letter G as in goat, and number 3631. Okay. All righty, thank you so much. And you have a wonderful rest of your day. You too, have a great rest of the day. Uh-huh. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 10:05. This is Pamela speaking. How may I help you?

Speaker speaker_2: Yes, Pamela, this is Tanya at River Valley Primary Care, and I'm trying to check a claim status. Uh, we received a remit stating that, uh, they're waiting to check eligibility on this patient, and I just need to find out what all is going on with this claim.

Speaker speaker_1: Okay, so you received the EOB, the letter from the actual carrier?

Speaker speaker_2: Uh-huh.

Speaker speaker_1: That's their way of letting you know that they are processing the claim. Um, they'll get the information they need from us.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: I personally don't have access to, to that. Uh, uh, it goes through another department. But if you receive the, the letter, it usually takes about 30 days for the whole, the whole process to be completed.

Speaker speaker_2: Okay. Is there able... Is there a way to check eligibility on her?

Speaker speaker_1: I could tell you-

Speaker speaker_2: Okay.

Speaker speaker_1: ... if the member was active on the date of service, yes, I could do that.

Speaker speaker_2: Okay, yeah. Can you do that for me?

Speaker speaker_1: Sure. May I have the patient first and last name?

Speaker speaker_2: It's Hailey Hogshooter.

Speaker speaker_1: How you spell the last name?

Speaker speaker_2: It's H-O-G-S-H-O-O-T-E-R. It's a different name.

Speaker speaker_1: I will say it sounds really easy, but I don't think it, it will be. As spelled as it sounds, let's see here. Let's see. This only take a little longer to find them, because we only go by the first and last name. Okay, and the date of birth, let me make sure I have the correct one.

Speaker speaker_2: Yes, it's August 22nd, 1994.

Speaker speaker_1: Okay. Can you tell me the date of service?

Speaker speaker_2: Yes, it's going to be December the 5th, 2024.

Speaker speaker_1: Okay. Um, and this is for medical?

Speaker speaker_2: Yes.

Speaker speaker_1: Yeah. Uh, December 5th, yeah, she is active and covered.

Speaker speaker_2: She's active and covered? Okay. All righty, do you have a reference number for me?

Speaker speaker_1: I will... After I do my notes that's provided to you. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: Can you tell me the name of the facility you're calling from again?

Speaker speaker_2: Yes, River Valley Primary Care.

Speaker speaker_1: River Valley. Yeah, okay. One more second.

Speaker speaker_2: Okay, not a problem.

Speaker speaker_1: All right. If you want it pulled to check on that carrier... I mean, I'm sorry, on the policy, you could call the carrier. I could give you the phone number if you would like to.

Speaker speaker_2: Okay. Yes, what is that?

Speaker speaker_1: Okay. It will be 800-256-8606.

Speaker speaker_2: Okay. And I would be able to check... Would it be like claims and stuff like that?

Speaker speaker_1: Yes, they will be able to-

Speaker speaker_2: Okay.

Speaker speaker_1: ... tell you, um, like exactly how long it's gonna be, and how much they paying, any other questions that you have, like a breakdown of everything.

Speaker speaker_2: Oh, kind of a breakdown-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... and everything on it. Okay. All righty, that works for me. Thank you so much.

Speaker speaker_1: I will be giving you letters and number, a lot of them.

Speaker speaker_2: Okay.

Speaker speaker_1: All right?

Speaker speaker_2: Oh, okay.

Speaker speaker_1: So listen. Um, okay, so it's W, R as in red, K as in kilo. Dash, H, F as in frank, numbers 221, letter G as in goat, and number 3631.

Speaker speaker_2: Okay. All righty, thank you so much. And you have a wonderful rest of your day.

Speaker speaker_1: You too, have a great rest of the day.

Speaker speaker_2: Uh-huh. Bye-bye.