

Transcript: Sara

Marulanda-4527343503097856-5337048420925440

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits NetCard. My name is Sara. May I have your name, please? My name is Ashley. I'm calling from a provider's office to get benefits for a patient. Sure. May I have the name and last name of the, of the patient? Uh, it's Klingardner. How do you spell that for me, please? K-L-I-N-G-A-R-D-N-E-R. Okay. K-L-I-N? Yeah, K-L-I-N. Yes, ma'am. Arner. G-A-R-D-N, D-N-E-R. G-A-R-D-N-E-R. Yes, ma'am. Okay. Is, uh, the patient a, the principal on the account or is a dependent? Um, she, it looks like she's the primary on the plan. No, we don't have any Kline Gardner here. Um- What if I gave you the, the e- the employee ID on the card? That's for the h- for the carrier of the insurance. Uh, we don't work with that. Do you know the last four of the Social? The what now? The last four of her Social? Uh, let me see if I have that. 2225. 2225. And do you know if, what company she working at, for the staffing company? Uh, MAU. Okay. That's perfect. Hold on, please. MAU 2225, right? Yes, ma'am. I think... How old is that person? She's 28. Te, there is no... Oh, okay. Kline Gardner is the last name altogether. Her first name is- Yes. ... Samantha? Yes. Okay. And her date of, her date of birth 11/05/96? Yes. Okay. Thank you. Okay. She had active coverage for vision, dental, behavioral health and MEC standalone, which is a preventive care plan only. So when did... Does she have active medical coverage? No, she don't have medical. She got preventive care. Okay. Preventative care? Yes. Um, that one- So an orthopedic specialist wouldn't- Hold on. ... um, suffice? No, give me, give me a minute. I'm, I'm downloading the information. Taking forever. Okay. Yes. She only have, um, the standalone. She don't have any medical coverage. Okay. Thank you so much. I'll call the patient. Okay. Um, just for my notes, may I have your name and the place where you're calling from? Um, Ashley, and I'm calling from the Hand Center. Oh, okay. Thank you very much. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits NetCard. My name is Sara. May I have your name, please? My name is Ashley. I'm calling from a provider's office to get benefits for a patient. Sure. May I have the name and last name of the, of the patient? Uh, it's Klingardner. How do you spell that for me, please? K-L-I-N-G-A-R-D-N-E-R. Okay. K-L-I-N? Yeah, K-L-I-N. Yes, ma'am. Arner. G-A-R-D-N, D-N-E-R. G-A-R-D-N-E-R. Yes, ma'am. Okay. Is, uh, the patient a, the principal on the account or is a dependent? Um, she, it looks like she's the primary on the plan. No, we don't have any Kline Gardner here. Um- What if I gave you the, the e- the employee ID on the card? That's for the h- for the carrier of the insurance. Uh, we don't work with that. Do you

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