

Transcript: Sara

Marulanda-4759828643364864-6733950499864576

Full Transcript

Hello, Medicare, checking benefits and account. This is Sara. Who do you want me to speak with? Hey, this is Max calling from provider's office looking for patient bill status. Sure. Um, may I have the patient first and, and last name? The patient's first name is Ryan and the last name is Greasewood. Okay, Ryan is R-Y-A-N and the last name can you spell that for me please? Yes. G as in garden, R as in rose, I as in echo... Oh, sorry. I as in Indiana, S as in saw, W as in whi- whiskey, O as in Oscar, D as in delta. Greasewood? Yeah, Greasewood. Okay. Do you know his date of birth? Yes, the date of birth is November 6th, 1981. Okay. And you guys are located on Illinois? Yes. Okay, sir. Okay. There's two companies here for him. Okay. Um, is this person email ryan.greasewood81@gmail.com? Yes. Okay. Mm, I don't have the email address for him. I have the- Do you have the address? ... member ID. I have the member ID. I have the... No, what I need is the address. Let me check. Just give me a second. Sure. Uh, address. Yes, I have it. The address is 165 Ridewood Avenue, Bensonville, Illinois, 60106, 2036. Okay. I have the correct file. Okay. Mr. Ryan has no coverage. Not with us. Okay. And he's, he's, he's in active from or he has no coverage? No, he has no coverage at all. He hasn't been involved with us. Ah. Okay. I have the card for this patient stating that the plan is effective from 6/27/2022. Okay. It says you have the ID card for that member and it says that it's active since 2022? Yeah. Okay. On the ID card, is there a like a company name? He might be with another company. Partners Professional. Partners Personal. Partners Personal Ryan Greasewood. Oh, yeah. Personal. Do you know the last four digits of his social? Uh, no. We don't have socials for patient. Okay, but- I have it. I have it. Okay. I have it. 5- 5383. Okay. I'm looking here a file for a Ryan Greasewood, 5383, last four of the social, 165 Ridgewood Avenue, Bentonville, Illinois, 60106. Um, date of birth November 6 '81. So I have the correct file and it says that he does not have any coverage or enrollment. Um, I am wondering, um, did you know if he's under MVP or something like that? If his coverage is MVP, does the ID card say anything about MVP or, or... because I can find... I mean, the person I have here has no coverage. No, it's not mentioned anything. Like the network is PPO and the group name, members ID, member name and the effective date. Let me just one more minute. I'm trying to see if... We have filed a claim with that patient under that coverage. Did you check it? Uh, uh, there's nothing showing up on the system, but give me just a minute. I'm trying to check something else. 5383. Sure. With Partners Personal Ryan Greasewood has no coverage at all. And I- Yeah. Can you tell what ID card you have? Can you like, like, uh- Yes. ... like describe the ID card for me? Like how the look, colors? Yeah. Uh, it's, it's mentioned Ascendis Healthcare Strategies, then mentioned Partners and PHCS. Uh, I do call is Ascendis Healthcare and they transfer my call to here that stating that this is the correct department to concern with. No, I'm sorry. That person does not show here as enrolled on any plan. I'm just kind of surprised. You say Essentials? Uh... No. Uh... Just give

me a second. Just give me a second. Sure. Where is it? Come on. Okay. Here. It's mentioned partner... Partners Insurance and customer service to verify eligibility and benefit, please call Partners Care at- Okay. Okay, now I got it. Partners Care is a... Partners has, uh, uh, I know two, um, two administrators. We have one, and then, um, Partners Care is another administrator. So you will have to contact Partners Care. He has no coverage with us, but he must have it with Partners Care, and we are not Partners Care. We are Benefit Net Card. Oh, okay. Can you provide me the number for them? Because, uh, I can't see the number here. I'm sorry. We don't have that information. Just let me know the- Uh, it's, it's like, um... That's another administrator. We are not Partners Care. I'm sorry. I don't have that information. Okay. Then, then just give me- And, and just for my notes, what is your first name? My name is Max. M-A-X. And, uh, where are you calling from? I'm calling from provider's office. Okay. I need that just for my notes. Calling from... Yeah. Midwest Pulmonary Association. Midwest Pulmonary Association? Uh, you mean where it's located. Yes. Okay, I got it. Yeah. It's located on 2340 West Highland Avenue, Lambert, Illinois, 1... sorry, 60148. No, but the only information I need, uh, to put in my notes is your, um, your name and the name of the place where you're c- calling from, which I already have that information. Okay. That's good, then. Uh, one last thing to confirm, uh, is I'm calling, uh... Just give... Uh, j- I just want to repeat the number and did you confirm is, is this number is correct or not? Okay. Uh, 805-232-3700. Okay. Hold on. 805... No, that's not our number. Our number is 800-497-4856. Okay. So the person from SH Healthcare trans- transferred the call to wrong department. Yes, sir. Right, you see? Thank you so much. Okay, sir. You're more than welcome. Bye-bye. Have a, have a great day. Bye-bye. Bye-bye, sir. You as well. Thank you.

Conversation Format

Speaker None: Hello, Medicare, checking benefits and account. This is Sara. Who do you want me to speak with? Hey, this is Max calling from provider's office looking for patient bill status. Sure. Um, may I have the patient first and, and last name? The patient's first name is Ryan and the last name is Greasewood. Okay, Ryan is R-Y-A-N and the last name can you spell that for me please? Yes. G as in garden, R as in rose, I as in echo... Oh, sorry. I as in Indiana, S as in saw, W as in whi- whiskey, O as in Oscar, D as in delta. Greasewood? Yeah, Greasewood. Okay. Do you know his date of birth? Yes, the date of birth is November 6th, 1981. Okay. And you guys are located on Illinois? Yes. Okay, sir. Okay. There's two companies here for him. Okay. Um, is this person email ryan.greasewood81@gmail.com? Yes. Okay. Mm, I don't have the email address for him. I have the- Do you have the address? ... member ID. I have the member ID. I have the... No, what I need is the address. Let me check. Just give me a second. Sure. Uh, address. Yes, I have it. The address is 165 Ridewood Avenue, Bensonville, Illinois, 60106, 2036. Okay. I have the correct file. Okay. Mr. Ryan has no coverage. Not with us. Okay. And he's, he's, he's in active from or he has no coverage? No, he has no coverage at all. He hasn't been involved with us. Ah. Okay. I have the card for this patient stating that the plan is effective from 6/27/2022. Okay. It says you have the ID card for that member and it says that it's active since 2022? Yeah. Okay. On the ID card, is there a like a company name? He might be with another company. Partners Professional. Partners Personal. Partners Personal Ryan Greasewood. Oh, yeah. Personal.

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