

Transcript: Sara

Marulanda-5237048329322496-5132792259624960

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. Thank you for calling Benefits and the Cart. My name is Sarah. May I have your name, please? Hi, Sarah. Hi. This is Roy calling from provider's office. I am checking for patient, um, eligibility information. Okay, please. Sorry? Do you have the first name? My first name, Roy, ... or Roy, and last name Minchell W., as in whiskey. Okay, no, hold on. What, what I mean is the member's first name, first and last name. Oh, okay. Or the patient. Oh, sorry, ma'am. Yeah, yeah, sorry. It's okay. Patient, patient first name is Michael, last name is Bowen. Can you spell the last name for me? B-O-W-E-N? Yeah, you are right. Okay, thank you. Oops. Thank you very much. Okay, um, we have 25 of them. Um, do you know the last part of their Social? Um, no, I don't have the Social, but I have the member ID. That one works only for the insurance and we are the, the administrators. Um, do you know the date of birth? This patient date of birth May 10 of 1976. Okay. I'm sorry, May 19? May 10. May 10, 1976. Okay. May 18, year 1976. Is that correct? No. No, no. May 10. 0510. May 10? Yeah, you are right. Okay. 1976. Okay, hold on. Um, okay, I have one here with that date. Okay. Are you guys located on, uh, like, in South Carolina? Yes. Do you know that member email address, or... The email address or his, uh, physical address? I mean, uh, because I'm not sure if we have the correct person. There is two, uh, Michael Bowen with the same, uh, date of birth. Who address you need, the provider or patient? The patient. Patient with us. Okay, wait a moment. I check the patient ID card. Yes, the, my card is going to be 211 Scenic Road, Anderson, South Carolina, 29621. Okay. Okay, hold on please. Okay. The thing is I'm, I'm, I'm not sure if, uh, this is the, the, the correct one, uh, because we have a different address. Um, do you know the email address? Okay. Or the phone number? Yes, I will check. Mm-hmm. I have the phone number. 864-745-5327. Okay. It's this. This is the person. Okay. When was the service done? Actually, I need patient eligibility. It's okay, uh, the service is, uh, November 14 of 2024. I'm sorry, N-November 14? Yes. 11/14/20- 2024? Um, what kind of service was that? Medical, preventative, dental, vision? Medical. Do you have a claim number or not? I, uh, I need patient eligibility only, ma'am. I don't want claim status, Sarah. So you want to verify he has coverage by then. Is that correct? Yes. I need only eligibility policy information only. Okay. Okay. This member is active for... Yes, he was ac- he was active on the 14th. Um, you need the policy number for medical? I'm sorry, I barely can help you. I, I already have the po- I'm trying to help you. Please don't get mad at me. I'm just trying to help you. Okay? Yes. I have the policy number, okay? I need a patient policy effective date. When was patient policy is effective, active or not? Okay. Can you confirm? Patient policy effective date. That correct? Yes. Yes, yes, you got it, Sarah. Okay. Patient, patient... Okay, that was...He has been having active coverage since, uh, December 11, 2023 for vision. December 11, 2023, he's still in active, that's right? Yes. He, he's active since then. He has- What kind of plan patient have? I'm

sorry? What's the patient... The, the vision plan? Yes. He's under MetLife. Um, I... Yes, MetLife, and that plan covers for a- This peop- Uh, go ahead. EPO, or... Yes, it's, uh PPO, EPO, HMO, US. APL is medical. What kind of network? Okay, APL is medical. Vision is with MetLife. Dental is with APL as well. The vision is separate. It's, it's not under APL. It's under MetLife. Actually, I'm asking what network, uh, what network, I mean, does this patient have any EPO, PPO, HMO? What kind of network patient have the plan? Uh, it's under m- w- well, their network is a multi-plan but that's not a major medical insurance. This is not a major medical- Okay. A secondary or primary? I don't know if he has any other insurance. I know this is Insur-, Insurplus Enhance. That's the name of his plan, Insurplus Enhance. Timely filing limit for claim submission. Okay, you want to submit a claim, I have to transfer your call with APL directly. Would you like to write down their phone number? Ma'am, I have the mailing address and payer ID. Medical claim submit to BIC, Benefits India Corp is right? If I need to submit that. We are the administrators. But for claims, you have to go with them directly. But if you want, I can give you their information. Give me a minute while I download that information, please. It's, it's okay, it's okay. I have the hard copy, but the hard co- hard copy show was the mailing address, payer ID. I got it. I need timely filing limit. Also, can you provide the reference number first? Okay. Any, any kind of, um, coverage or how the claims process is, that has to be with APL. We don't have the claims here. Okay. Yeah. Can I have the reference number? You want the phone number? 800- No, no. Ref- I asking call ref- You're asking what? I'm sorry. I asking call reference... I asking call reference number, ma'am. Call reference number. Okay. It is S-A-R-A-M 11182024. Thank you, Sarah. Thank you for providing information. Thank you for the nice assistance. Have a nice day. Take care. Bye. My pleasure. Have a nice day. God's be with you. Bye-bye. Bye. Mm-hmm.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hello. Thank you for calling Benefits and the Cart. My name is Sarah. May I have your name, please? Hi, Sarah. Hi. This is Roy calling from provider's office. I am checking for patient, um, eligibility information. Okay, please. Sorry? Do you have the first name? My first name, Roy, ... or Roy, and last name Minchell W., as in whiskey. Okay, no, hold on. What, what I mean is the member's first name, first and last name. Oh, okay. Or the patient. Oh, sorry, ma'am. Yeah, yeah, sorry. It's okay. Patient, patient first name is Michael, last name is Bowen. Can you spell the last name for me? B-O-W-E-N? Yeah, you are right. Okay, thank you. Oops. Thank you very much. Okay, um, we have 25 of them. Um, do you know the last part of their Social? Um, no, I don't have the Social, but I have the member ID. That one works only for the insurance and we are the, the administrators. Um, do you know the date of birth? This patient date of birth May 10 of 1976. Okay. I'm sorry, May 19? May 10. May 10, 1976. Okay. May 18, year 1976. Is that correct? No. No, no. May 10. 0510. May 10? Yeah, you are right. Okay. 1976. Okay, hold on. Um, okay, I have one here with that date. Okay. Are you guys located on, uh, like, in South Carolina? Yes. Do you know that member email address, or... The email address or his, uh, physical address? I mean, uh, because I'm not sure if we have the correct person. There is two, uh, Michael Bowen with the same, uh, date of birth. Who address you need, the provider or patient? The patient. Patient with us. Okay, wait a moment. I check the

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