

## Transcript: VICTORIA

**Taylor-4584198106824704-4695482924056576**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey. Hi, Victoria. This is Anthony calling from the ... Okay. Um, have you tried reaching out to the insurance carrier directly? Mm-hmm. Okay. Um, so here at Benefits on a Card, we do not process claims, so I wouldn't have a status on the claim for you, but I can pull up- Oh. ... the patient's file and see if they had active coverage. That's all I would be able to do on my end. Oh. Okay, uh, y- y- do you have the access returns for the call? Yes, I do have the return call. The ... do you know the name of the... What's the name of the insurance carrier? Uh, hold on one moment. Page date, the patient, authority, insurance name. It's Healthcare Strategies, SNS Healthcare Strategies. We don't work with that, um, insurance company. A- actually the member ID... Yeah, actually the member ID, uh, it starts with M as in Mike, E as in echo, 0967459. Okay. I don't have a way to look it up by an ID number. Do you have the last- Oh. ... four digits of the patient's Social? Yeah, one moment, Victoria. Mm-hmm. Oh, so you are the f-... Uh, I mean, you can only, uh, identify the patient electrically, right? Right. I can only see if the coverage was active during the date of service. However, we don't- Oh. ... process claims. We're just benefits ... Got it. ... administrators. Got it. Thank you. Now, I can also- Mm-hmm. I was just going to say, I can also, if you have the member's information, I can pull up their file and see what the name of the insurance carrier is, so that you can actually- Okay. I'll get that. Yeah, one moment. I'll, uh, pull up the SSN number of the patient. Hold on. Let me see here. Okay. How are you doing today? Good. How are you? Yeah. Doing good. Thank you. Are you still there? Just a moment, Victoria. Yes, I am. Hold on. Just come back. Okay. Okay. Oh, my goodness. Just a moment. Uh, actually my system is hanging. Hold on. Sorry for the inconvenience, Victoria. It's fine. One moment. Uh, can you proceed with the last four digit of the SSN number of the patient? That's what I... That's basically what I'm asking you for, sir. I, I don't have that information. Do you have the last four of their Social? Yes. You want the number? Yes. What's the last four of their Social? Okay, it's 1540. And their first and last name? Um, Elsa Quinones. Date of birth, November 26th of 1984. How do you spell their first name? Uh, Elsa is an echo, L as in Lima, S as in Sierra, A as in alpha. And the last name is Quinones. Uh, how to pronounce that name? How do you spell it? Q as in queen, U as in uniform, I as in India, N as in Nancy, O as in Oscar, N as in Nancy, E as in echo, S as in Sierra. How to pronounce? I'm not sure. I'm not pulling up the... This is How to pronounce... I, I'm not sure how to pronounce it, sir. Um, yeah, and I'm not showing anyone pulling up in my system with that information so I believe you might have the wrong number. Oh, all right. Uh... OK, hold on. Superior Health Care. But it has the address, P.O. Box 18311... I mean, the address of the payer. P.O. Box 18311, Cincinnati, OH 45246. Okay, so let me try to explain it this way. We are benefits administrators. We're not the insurance carrier. I don't have access- All right. ... to the claim's address, but I know as far as- Oh. ... the carriers that we work with, it

would either be American Public Life, 90 Degree Benefits, or MetLife. Is that- Okay. Does any of those sound familiar? Is that the insurance carrier you're trying to contact? Actually I don't have that information. Uh, one moment. Uh, let me pull it up, the patient ID card here. Hold on. I mean, either way this member is not pulling up in my system so I'm not- Okay. I'm not seeing that they're a member with us. Okay. That's why, uh, trying to pull up the ID card image or something. Hold on. Give me a moment, Victoria. And which state are you from? South Carolina. Oh, okay. Okay. What's the E/M number here? MC number. Okay. MC number. 1142, 1142 909, 1142 4090. Okay. Got the initial Yes, still I'm checking. One moment. Okay. Counter sorting. Come on. Sir, I can go ahead and tell you that this doesn't look like it's a member of ours because their information would've popped up by now with just their name and their Social. Okay. Ah, I got the Social Security number. It starts with 633151540. Yes, you already gave me that and they're still not popping up. Okay, one moment. I'll just be trying to get... Sir, are you still with me? Yep, I am. Okay. So again, y- you've already provided me with their, their Social and their name, and they're not pulling up in my system. So if I... Yeah. Oh, yeah, I'm still, uh, keep on here waiting because if I find the, um, uh, I mean the patient ID card, I'll give the payer name. You can transfer the call to them directly. And this is UVM. Well, and I've, I've, I've already told you the three insurance carriers we work with. So if, if one of those don't sound familiar, I think you have the wrong number. Thank you so much and have a great day, Victoria. You're welcome. Bye-bye. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hey. Hi, Victoria. This is Anthony calling from the ...

Speaker speaker\_0: Okay. Um, have you tried reaching out to the insurance carrier directly?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay. Um, so here at Benefits on a Card, we do not process claims, so I wouldn't have a status on the claim for you, but I can pull up-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... the patient's file and see if they had active coverage. That's all I would be able to do on my end.

Speaker speaker\_1: Oh. Okay, uh, y- y- do you have the access returns for the call?

Speaker speaker\_0: Yes, I do have the return call.

Speaker speaker\_1: The

Speaker speaker\_2: ... do you know the name of the... What's the name of the insurance carrier?

Speaker speaker\_1: Uh, hold on one moment. Page date, the patient, authority, insurance name. It's Healthcare Strategies, SNS Healthcare Strategies.

Speaker speaker\_0: We don't work with that, um, insurance company.

Speaker speaker\_1: A- actually the member ID... Yeah, actually the member ID, uh, it starts with M as in Mike, E as in echo, 0967459.

Speaker speaker\_0: Okay. I don't have a way to look it up by an ID number. Do you have the last-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... four digits of the patient's Social?

Speaker speaker\_1: Yeah, one moment, Victoria. Mm-hmm. Oh, so you are the f-... Uh, I mean, you can only, uh, identify the patient electrically, right?

Speaker speaker\_0: Right. I can only see if the coverage was active during the date of service. However, we don't-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... process claims. We're just benefits ...

Speaker speaker\_1: Got it.

Speaker speaker\_0: ... administrators.

Speaker speaker\_1: Got it. Thank you.

Speaker speaker\_0: Now, I can also-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: I was just going to say, I can also, if you have the member's information, I can pull up their file and see what the name of the insurance carrier is, so that you can actually-

Speaker speaker\_1: Okay. I'll get that. Yeah, one moment. I'll, uh, pull up the SSN number of the patient. Hold on. Let me see here. Okay. How are you doing today?

Speaker speaker\_0: Good. How are you?

Speaker speaker\_1: Yeah. Doing good. Thank you.

Speaker speaker\_0: Are you still there?

Speaker speaker\_1: Just a moment, Victoria. Yes, I am. Hold on. Just come back.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Okay. Oh, my goodness. Just a moment. Uh, actually my system is hanging. Hold on. Sorry for the inconvenience, Victoria.

Speaker speaker\_0: It's fine.

Speaker speaker\_1: One moment. Uh, can you proceed with the last four digit of the SSN number of the patient?

Speaker speaker\_0: That's what I... That's basically what I'm asking you for, sir. I, I don't have that information. Do you have the last four of their Social?

Speaker speaker\_1: Yes. You want the number?

Speaker speaker\_0: Yes. What's the last four of their Social?

Speaker speaker\_1: Okay, it's 1540.

Speaker speaker\_0: And their first and last name?

Speaker speaker\_1: Um, Elsa Quinones. Date of birth, November 26th of 1984.

Speaker speaker\_0: How do you spell their first name?

Speaker speaker\_1: Uh, Elsa is an echo, L as in Lima, S as in Sierra, A as in alpha. And the last name is Quinones. Uh, how to pronounce that name?

Speaker speaker\_0: How do you spell it?

Speaker speaker\_1: Q as in queen, U as in uniform, I as in India, N as in Nancy, O as in Oscar, N as in Nancy, E as in echo, S as in Sierra. How to pronounce?

Speaker speaker\_0: I'm not sure. I'm not pulling up the...

Speaker speaker\_1: This is How to pronounce...

Speaker speaker\_0: I, I'm not sure how to pronounce it, sir. Um, yeah, and I'm not showing anyone pulling up in my system with that information so I believe you might have the wrong number.

Speaker speaker\_1: Oh, all right. Uh... OK, hold on. Superior Health Care. But it has the address, P.O. Box 18311... I mean, the address of the payer. P.O. Box 18311, Cincinnati, OH 45246.

Speaker speaker\_0: Okay, so let me try to explain it this way. We are benefits administrators. We're not the insurance carrier. I don't have access-

Speaker speaker\_1: All right.

Speaker speaker\_0: ... to the claim's address, but I know as far as-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... the carriers that we work with, it would either be American Public Life, 90 Degree Benefits, or MetLife. Is that-

Speaker speaker\_1: Okay.

Speaker speaker\_0: Does any of those sound familiar? Is that the insurance carrier you're trying to contact?

Speaker speaker\_1: Actually I don't have that information. Uh, one moment. Uh, let me pull it up, the patient ID card here. Hold on.

Speaker speaker\_0: I mean, either way this member is not pulling up in my system so I'm not-

Speaker speaker\_1: Okay.

Speaker speaker\_0: I'm not seeing that they're a member with us.

Speaker speaker\_1: Okay. That's why, uh, trying to pull up the ID card image or something. Hold on. Give me a moment, Victoria. And which state are you from?

Speaker speaker\_0: South Carolina.

Speaker speaker\_1: Oh, okay. Okay. What's the E/M number here? MC number. Okay. MC number. 1142, 1142 909, 1142 4090. Okay. Got the initial Yes, still I'm checking. One moment. Okay. Counter sorting. Come on.

Speaker speaker\_0: Sir, I can go ahead and tell you that this doesn't look like it's a member of ours because their information would've popped up by now with just their name and their Social.

Speaker speaker\_1: Okay. Ah, I got the Social Security number. It starts with 633151540.

Speaker speaker\_0: Yes, you already gave me that and they're still not popping up.

Speaker speaker\_1: Okay, one moment. I'll just be trying to get...

Speaker speaker\_0: Sir, are you still with me?

Speaker speaker\_1: Yep, I am.

Speaker speaker\_0: Okay. So again, y- you've already provided me with their, their Social and their name, and they're not pulling up in my system.

Speaker speaker\_1: So if I... Yeah. Oh, yeah, I'm still, uh, keep on here waiting because if I find the, um, uh, I mean the patient ID card, I'll give the payer name. You can transfer the call to them directly. And this is UVM.

Speaker speaker\_0: Well, and I've, I've, I've already told you the three insurance carriers we work with. So if, if one of those don't sound familiar, I think you have the wrong number.

Speaker speaker\_1: Thank you so much and have a great day, Victoria.

Speaker speaker\_0: You're welcome. Bye-bye.

Speaker speaker\_1: Bye.