Transcript: VICTORIA Taylor-4887407070593024-6055989322235904

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, hi, Victoria. My name is Vicky. I am calling from Amerigroup. I wanted to verify, el- excuse me, eligibility for a member. Okay. Um, do you have the last four of their social? That is 7575. Hm. Okay, and their first and last name? First name is Alexander, last name is Clark. And would you be able to verify their address and date of birth? Um, let me check, just give me one second. The address that we have is 432 West North Street, Fostoria, Ohio. Um, we have his date of birth as March 11, 1996. Okay, and I think I got him here. You said you're Vicky, and what is the group you're calling with? The facility name is Amerigroup Texas or Amerigroup Corporation. Okay, like mirror, like a mirror that you look into, or Ameri? Ameri, A-M-E-R-I-G-R-O-U-P. Oh, okay, gotcha. Um, let's see. I don't see that they have active coverage as of today. Um, are you calling in about a specific date of service? Um, well, this is actually in reference to coordination of benefits for the member. Um, it looks as though the last time this may have been verified was September of last year, and it shows that the policy was active as of May 27, 2024, a limited indemnity policy. Um, are you able to see when the policy became inactive? Yeah. So I see it became active on the 10th of June '24, and the last day of active coverage was on the 13th of October of '24. October 13th, 2024. Okay, thank you. And this was a, um, limited indemnity policy, correct? Let me double check. Yes, the hospital indemnity plan. The hospital indemnity, okay. Okay, thank you. Um, that is all the information that I would need, Victoria. Thank you so much for your help. You're welcome. You have a wonderful day. You too. Bye-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 on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Yes, hi, Victoria. My name is Vicky. I am calling from Amerigroup. I wanted to verify, el- excuse me, eligibility for a member.

Speaker speaker_1: Okay. Um, do you have the last four of their social?

Speaker speaker_2: That is 7575.

Speaker speaker_1: Hm. Okay, and their first and last name?

Speaker speaker_2: First name is Alexander, last name is Clark.

Speaker speaker_1: And would you be able to verify their address and date of birth?

Speaker speaker_2: Um, let me check, just give me one second. The address that we have is 432 West North Street, Fostoria, Ohio. Um, we have his date of birth as March 11, 1996.

Speaker speaker_1: Okay, and I think I got him here. You said you're Vicky, and what is the group you're calling with?

Speaker speaker_2: The facility name is Amerigroup Texas or Amerigroup Corporation.

Speaker speaker_1: Okay, like mirror, like a mirror that you look into, or Ameri?

Speaker speaker_2: Ameri, A-M-E-R-I-G-R-O-U-P.

Speaker speaker_1: Oh, okay, gotcha. Um, let's see. I don't see that they have active coverage as of today. Um, are you calling in about a specific date of service?

Speaker speaker_2: Um, well, this is actually in reference to coordination of benefits for the member. Um, it looks as though the last time this may have been verified was September of last year, and it shows that the policy was active as of May 27, 2024, a limited indemnity policy. Um, are you able to see when the policy became inactive?

Speaker speaker_1: Yeah. So I see it became active on the 10th of June '24, and the last day of active coverage was on the 13th of October of '24.

Speaker speaker_2: October 13th, 2024. Okay, thank you. And this was a, um, limited indemnity policy, correct?

Speaker speaker_1: Let me double check. Yes, the hospital indemnity plan.

Speaker speaker_2: The hospital indemnity, okay. Okay, thank you. Um, that is all the information that I would need, Victoria. Thank you so much for your help.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye.