

Transcript: VICTORIA

Taylor-5838208891273216-6159238637731840

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, hi. This is Lisa calling from provider's office to check network participation for the facilities. Could you please help me with that? Okay. I'm sorry. You're, you're calling to check what again? Uh, network participation for the facilities. Are you trying to verify coverage for a patient? Yes. Okay. What- And also we have three... I have three facilities. Uh, for the facilities we need to check, uh, the facilities are participating in network or out of network with the patient's plan. Okay. For that you'll need to either contact MultiPlan or you can go onto their website, multiplan.com. I wouldn't know- Mm-hmm. ... if, if certain providers are in network or not. Can I get the number? Sure. The number for MultiPlan is 800-457-1403. Okay. For this number, can I get the coverage and then the policy effective date? Okay. Couple things. What's the name of the provider's office you're with? It is, uh, Endoscopy Center of Northeast Tennessee. Okay, so I got Center of Northeast Tennessee. What was the first part of that? It is Endoscopy Center of Northeast Tennessee. Do you mind spelling that first, uh, word? It is endoscopy, E-N... E-N-D-S-E-O-P-Y, endoscopy. Okay. So E-N-D-S-C-O-P-Y? E-N-D-O-S-C-O-P-Y, endoscopy. Okay. Thank you for that. I just have to document that. Uh-huh. Okay. Do you have the last four of the patient social? Okay. I have... Could you please wait? Uh, last four of social is 6725. And their first and last name? 6725. The first name is Christy, C-H-R-I-S-T-Y. Okay. Sharp, S-H-A-R-P. And the date of birth is September 9th of 1964. Okay. Um, so let's see. And this is for medical? Yes, medical. Okay. So this member has, uh... Does have active coverage for medical. Now they have two different medical plans. One medical plan is more like a hospital indemnity plan, so it provides coverage f- more for like non-preventative, uh, medical. Mm-hmm. That would be through American Public Life. And then like her preventative- Mm-hmm. ... services would be through- Mm-hmm. ... uh, 90 Degree Benefits. Mm-hmm. It is active or inactive? It is active. It looks like it became effective February 24th of '25. February 24. Thank you so much. Uh, could you please spell out your name? Uh, it's Victoria, V-I-C-T-O-R-I-A. Initials or last name, Victoria? The last initial is T. Um, can I get a call reference number? We don't have a call reference number. Okay. Thank you so much, Victoria, for your information. Have a great day. Take care. 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: Uh, hi. This is Lisa calling from provider's office to check network participation for the facilities. Could you please help me with that?

Speaker speaker_0: Okay. I'm sorry. You're, you're calling to check what again?

Speaker speaker_1: Uh, network participation for the facilities.

Speaker speaker_0: Are you trying to verify coverage for a patient?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. What-

Speaker speaker_1: And also we have three... I have three facilities. Uh, for the facilities we need to check, uh, the facilities are participating in network or out of network with the patient's plan.

Speaker speaker_0: Okay. For that you'll need to either contact MultiPlan or you can go onto their website, multiplan.com. I wouldn't know-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... if, if certain providers are in network or not.

Speaker speaker_1: Can I get the number?

Speaker speaker_0: Sure. The number for MultiPlan is 800-457-1403.

Speaker speaker_1: Okay. For this number, can I get the coverage and then the policy effective date?

Speaker speaker_0: Okay. Couple things. What's the name of the provider's office you're with?

Speaker speaker_1: It is, uh, Endoscopy Center of Northeast Tennessee.

Speaker speaker_0: Okay, so I got Center of Northeast Tennessee. What was the first part of that?

Speaker speaker_1: It is Endoscopy Center of Northeast Tennessee.

Speaker speaker_0: Do you mind spelling that first, uh, word?

Speaker speaker_1: It is endoscopy, E-N... E-N-D-S-E-O-P-Y, endoscopy.

Speaker speaker_0: Okay. So E-N-D-S-C-O-P-Y?

Speaker speaker_1: E-N-D-O-S-C-O-P-Y, endoscopy.

Speaker speaker_0: Okay. Thank you for that. I just have to document that.

Speaker speaker_1: Uh-huh. Okay.

Speaker speaker_0: Do you have the last four of the patient social?

Speaker speaker_1: Okay. I have... Could you please wait? Uh, last four of social is 6725.

Speaker speaker_0: And their first and last name?

Speaker speaker_1: 6725. The first name is Christy, C-H-R-I-S-T-Y.

Speaker speaker_0: Okay.

Speaker speaker_1: Sharp, S-H-A-R-P. And the date of birth is September 9th of 1964.

Speaker speaker_0: Okay. Um, so let's see. And this is for medical?

Speaker speaker_1: Yes, medical.

Speaker speaker_0: Okay. So this member has, uh... Does have active coverage for medical. Now they have two different medical plans. One medical plan is more like a hospital indemnity plan, so it provides coverage f- more for like non-preventative, uh, medical.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: That would be through American Public Life. And then like her preventative-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... services would be through-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... uh, 90 Degree Benefits.

Speaker speaker_1: Mm-hmm. It is active or inactive?

Speaker speaker_0: It is active. It looks like it became effective February 24th of '25.

Speaker speaker_1: February 24. Thank you so much. Uh, could you please spell out your name?

Speaker speaker_0: Uh, it's Victoria, V-I-C-T-O-R-I-A.

Speaker speaker_1: Initials or last name, Victoria?

Speaker speaker_0: The last initial is T.

Speaker speaker_1: Um, can I get a call reference number?

Speaker speaker_0: We don't have a call reference number.

Speaker speaker_1: Okay. Thank you so much, Victoria, for your information. Have a great day. Take care. Bye.

Speaker speaker_0: Bye-bye.