Transcript: VICTORIA Taylor-6125425426481152-4657646055768064

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. Hi, this is Roy calling from providered office. I'm checking for the member eligibility. Can you assist? Okay. What's the name of the, uh, provider's office you work for? AFC Urgent Care Bons Secours. You said AFC Urgent Care... Urgent, Urgent Care, um, Bon, B-O-N, Bon Secours, S-E-C-O-U-R-S, Secours. So B-O-N and then S-E-C-O-U-R-S? Yes, ma'am. You're right. Okay. Do you have the last four of their social? Y- you're asking patient social is right? Yes. The last four digits of the patient's social. 7101, ma'am. 7101? Yes. And their first and last name? This patient first name is Angel. Last name is DeAn. Last name is Dean? Yes. D-E-A-N. Okay. And would you be able to verify their date of birth and address? The date of birth, January 16th, 2002. And that is going to be just a moment. Uh... That is going to be 1453 Meadow Woods Buffalo, South Carolina 29321. Okay. Let's see. And just to make sure I spelled the name of the, uh, practice you work for, is the last part S, uh, S as in Sam, E, C as in cat, O-U-R-S? Yes. Ma'am, you can- And- ... verify the tax ID or NPA. You... But easily you can find out this our facility and provider. Okay. I'm just required to ask that information for documentation purposes, and I just wanted to make sure I spelled it correctly. That's all... That's the only reason why I was asking. Um, so this member is currently enrolled into the MEC TelRx with 90 Degree Benefits, and it is currently active. When was patient policies? Uh, can you say one more time? I'm sorry I missed it. Yes. So the member is enrolled into a plan called the MEC TelRx. Mm-hmm. And it is currently active. It became active on the 23rd of December 2024. What's the patient plan type in Pacific Network plan? I'm sorry? What's the patient plan type in Pacific Network plan, EPO, PPO, HMO? It's, it, it's in the MultiPlan network. PHCS? I, I would like to do- I, I'm not aware of it- All right. ... being that. Sorry. So the name of the network for this medical plan is MultiPlan. Okay. Y- I know. Asking the plan type, this type of plan. It's a preventative- EPO, PPO- ... medical plan. I, I'm not aware of it being any of those. It is a preventative medical plan. Preventative. You are secondary or primary? Uh, again, I, I don't know that... I don't know if they have coverage elsewhere. We're just benefits administers. So we're not the actual insurance carrier. M- the timely filing limit for claim submission. I'm sorry? Timely filing limit of claim submission. Limit for- I'm sorry. I'm not understanding what you're asking. But t- Timely, timely filing limit. But, uh, limi- I'm not able to get the limit. You know that. I, I'm not a... Again, we're just benefits administers. We are not the insurance company. We don't, we don't do any type of filing for claims or anything like that. So I'm, I'm not sure what you're asking. For the- Claim submit to whom, ma'am? Okay. But what I'm telling you is we don't, we don't do any type of filing. We are just the administers. We are not the insurance carrier. I can give you the phone number to the actual insurance company if you... if maybe they can assist you further with the information you need. Actually, I, yeah, actually today actually I have a call copy, but only the contact number show was 90

Degree Benefit. Okay. The Benefits in a Card. Yes. Can I do- Okay. The name of our company is Benefits in a Card. We are just the benefits administers. We are not the insurance carrier, 90 Degree Benefits. Can I do this with the- Yeah. Okay. Okay. I understand.Can you pull up the, uh, call reference number? We don't have call reference numbers. Oh. Hm. Can you check the next patient? Same information I have. You have an... You have another patient? Yes. Okay, give me just one second. There's a different patient in, uh, same insurance, didn't fit in code. Give me just one second, please. Sure, ma'am. Take your time. After the exam, I said... I'm sorry. I'm sorry. But I don't think he's doing anything. That's fine. How you guys doing today? I need Okay, what is the last four digits for the other patient? Is this 911- I don't know the last four of social. Um, I have the member ID only. Uh, I only have a way to search them by the social. No, ma'am. I don't have the social number. I have only member ID. Okay. W- I- I- Can you search just a name and date of birth? I would still be able to n- need to verify their social, 'cause we work for multiple staffing agencies. Actually, thank you. I can try to search by their social but if multiple members pop up with that, again, I will need to verify their social. What is their first and last name? The first name is Tyreek. T-Y-R-E-E-K. Tyreek. And last name Williams. Okay. I'll need, uh, your information. We can get this done. Okay. Do you have their date of birth and address? I'll have to. Let me just... Date of birth is January 5, 2000. I don't see anybody popping up with that information. Oh, we did. Oh, we've, uh... Oh, we did. Yeah, but, uh, we got the code here. But, uh, we, we want to report him, but, uh, we, we want to report him. But, uh, yeah. But, uh, we, we want to, uh, report him. But, uh, yeah. But, uh, we, we want to, uh... You cannot pull up the patient account? We want to, uh, report him. But, uh, we, we want the, we want the number. Yeah, I'm not showing a patient with that date of birth. Let me check. Yeah. The date of birth is correct, ma'am. January 5, 2000. Okay. I understand that- And that's the- ... that's the date of birth that you have, but I'm telling you no one in my system is popping up with that date of birth. Just a moment. Uh, Tyreek Jason, Jesean Williams. Hey, how you guys doing today? I'm doing good. How about you? I'm doing good. How about you? All right. Uh, you got any new patients yet? Not really. Just, uh, doing the usual stuff. Okay. Uh, hey, guys. We're doing pretty good. How about you? Uh, I'm doing good. How about you? We're doing pretty good as well. Thanks. Hey, guys. We're doing pretty good. How about you? Uh, I'm doing good. How about you? We're doing pretty good as well. Thank you. Hey, guys. We're doing pretty good. How about you? Uh, I'm doing good. How about you? We're doing pretty good as well. Thank you. Okay. What's your name? What is the last four digits for the other patient? I don't know the last four of social. Um, I have the member ID only. Uh, I only have a way to search them by the social. No, no, ma'am. I don't have the social number. I have only member ID. Okay. W- I- I- Can you search just a name and date of birth? I would still be able to n- need to verify their social, 'cause we work for multiple staffing agencies. Thanks. Great. I can try to search by their social but if multiple members pop up with that, again, I will need to verify their social. What is their first and last name? The first name is Tyreek. T-Y-R-E-E-K. Tyreek. And last name Williams. Okay. You got it. Yeah. We're doing good. How about you? You're the one that's calling us. Give us the information we need. Okay. Do you have their date of birth and address? Uh-huh. Yes. Yes. I like tyreek. Uh, tyreek. Williams. Date of birth is January 5, 2000. I don't see anybody popping up with that information. Oh. He did. Oh. Yeah. I'm with the, uh, I'm with the, uh, cab driver. Uh, he called in a, called in a person that I couldn't get. Uh, could you... You cannot pull up the patient account? We want the number. Yeah, I'm not

showing a patient with that date of birth. Let me check. Yeah. The date of birth is correct, ma'am. January 5, 2000. Okay. I understand that- And that's the- ... that's the date of birth that you have, but I'm telling you, no one in my system is popping up with that date of birth. Just a moment. Uh, Tyreek Jason, Jesean Williams. Hey, how you guys doing today? I'm doing good. How about you? I don't want to interrupt anything, but, uh, your call. But if it's all right, I have this paper here. Would you like to buy a drink? Hey. Okay. How about some coffee? Coffee sounds good. What flavor? Would you like some tea? Tea sounds good. What time does it close? I think I'll get the, uh, coffee. All right. Well, we have some pastries if you'd like. Oh, thank you. Thank you. All right. Then can I get a, um, strawberry milk, please? And a donut? Donut? Okay. And a coffee. Coffee. And a pasty. Oh, a pasty. Okay. And a donut. And a donut. Thank you so much. Thank you. All right. Well, hope you're not too late. That's why we're here. No, no. I'm good. All right. Well, have a nice day. You too. Okay. Thank you. Bye-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: Hi, Victoria. Hi, this is Roy calling from providered office. I'm checking for the member eligibility. Can you assist?

Speaker speaker_0: Okay. What's the name of the, uh, provider's office you work for?

Speaker speaker_1: AFC Urgent Care Bons Secours.

Speaker speaker_0: You said AFC Urgent Care...

Speaker speaker_1: Urgent, Urgent Care, um, Bon, B-O-N, Bon Secours, S-E-C-O-U-R-S, Secours.

Speaker speaker_0: So B-O-N and then S-E-C-O-U-R-S?

Speaker speaker_1: Yes, ma'am. You're right.

Speaker speaker_0: Okay. Do you have the last four of their social?

Speaker speaker_1: Y- you're asking patient social is right?

Speaker speaker_0: Yes. The last four digits of the patient's social.

Speaker speaker_1: 7101, ma'am.

Speaker speaker_0: 7101?

Speaker speaker_1: Yes.

Speaker speaker_0: And their first and last name?

Speaker speaker_1: This patient first name is Angel. Last name is DeAn.

Speaker speaker_0: Last name is Dean?

Speaker speaker_1: Yes. D-E-A-N.

Speaker speaker_0: Okay. And would you be able to verify their date of birth and address?

Speaker speaker_1: The date of birth, January 16th, 2002. And that is going to be just a moment. Uh... That is going to be 1453 Meadow Woods Buffalo, South Carolina 29321.

Speaker speaker_0: Okay. Let's see. And just to make sure I spelled the name of the, uh, practice you work for, is the last part S, uh, S as in Sam, E, C as in cat, O-U-R-S?

Speaker speaker_1: Yes. Ma'am, you can-

Speaker speaker_0: And-

Speaker speaker_1: ... verify the tax ID or NPA. You... But easily you can find out this our facility and provider.

Speaker speaker_0: Okay. I'm just required to ask that information for documentation purposes, and I just wanted to make sure I spelled it correctly. That's all... That's the only reason why I was asking. Um, so this member is currently enrolled into the MEC TelRx with 90 Degree Benefits, and it is currently active.

Speaker speaker_1: When was patient policies? Uh, can you say one more time? I'm sorry I missed it.

Speaker speaker_0: Yes. So the member is enrolled into a plan called the MEC TelRx.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And it is currently active. It became active on the 23rd of December 2024.

Speaker speaker_1: What's the patient plan type in Pacific Network plan?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: What's the patient plan type in Pacific Network plan, EPO, PPO, HMO?

Speaker speaker_0: It's, it, it's in the MultiPlan network.

Speaker speaker_1: PHCS?

Speaker speaker_2: I, I would like to do-

Speaker speaker_0: I, I'm not aware of it-

Speaker speaker_2: All right.

Speaker speaker_0: ... being that. Sorry. So the name of the network for this medical plan is MultiPlan.

Speaker speaker_2: Okay. Y- I know. Asking the plan type, this type of plan.

Speaker speaker_0: It's a preventative-

Speaker speaker_2: EPO, PPO-

Speaker speaker_0: ... medical plan. I, I'm not aware of it being any of those. It is a preventative medical plan.

Speaker speaker_2: Preventative. You are secondary or primary?

Speaker speaker_1: Uh, again, I, I don't know that... I don't know if they have coverage elsewhere. We're just benefits administers. So we're not the actual insurance carrier. M- the timely filing limit for claim submission.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Timely filing limit of claim submission.

Speaker speaker_2: Limit for-

Speaker speaker_0: I'm sorry. I'm not understanding what you're asking.

Speaker speaker_2: But t-

Speaker speaker_1: Timely, timely filing limit.

Speaker speaker_2: But, uh, limi- I'm not able to get the limit. You know that.

Speaker speaker_0: I, I'm not a... Again, we're just benefits administers. We are not the insurance company. We don't, we don't do any type of filing for claims or anything like that. So I'm, I'm not sure what you're asking.

Speaker speaker_2: For the-

Speaker speaker_1: Claim submit to whom, ma'am?

Speaker speaker_0: Okay. But what I'm telling you is we don't, we don't do any type of filing. We are just the administers. We are not the insurance carrier. I can give you the phone number to the actual insurance company if you... if maybe they can assist you further with the information you need.

Speaker speaker_1: Actually, I, yeah, actually today actually I have a call copy, but only the contact number show was 90 Degree Benefit. Okay. The Benefits in a Card.

Speaker speaker_0: Yes.

Speaker speaker_2: Can I do-

Speaker speaker_1: Okay.

Speaker speaker_0: The name of our company is Benefits in a Card. We are just the benefits administers. We are not the insurance carrier, 90 Degree Benefits.

Speaker speaker_2: Can I do this with the-

Speaker speaker_1: Yeah. Okay. Okay. I understand.Can you pull up the, uh, call reference number?

Speaker speaker_0: We don't have call reference numbers.

Speaker speaker_1: Oh. Hm. Can you check the next patient? Same information I have.

Speaker speaker_0: You have an... You have another patient?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, give me just one second.

Speaker speaker_1: There's a different patient in, uh, same insurance, didn't fit in code.

Speaker speaker_0: Give me just one second, please.

Speaker speaker_1: Sure, ma'am. Take your time.

Speaker speaker_3: After the exam, I said...

Speaker speaker_4: I'm sorry. I'm sorry. But I don't think he's doing anything.

Speaker speaker_5: That's fine. How you guys doing today?

Speaker speaker_1: I need

Speaker speaker_0: Okay, what is the last four digits for the other patient?

Speaker speaker_3: Is this 911-

Speaker speaker_6: I don't know the last four of social. Um, I have the member ID only.

Speaker speaker_0: Uh, I only have a way to search them by the social.

Speaker speaker_1: No, ma'am. I don't have the social number. I have only member ID.

Speaker speaker_0: Okay. W- I- I-

Speaker speaker_1: Can you search just a name and date of birth?

Speaker speaker_0: I would still be able to n- need to verify their social, 'cause we work for multiple staffing agencies.

Speaker speaker_6: Actually, thank you.

Speaker speaker_0: I can try to search by their social but if multiple members pop up with that, again, I will need to verify their social. What is their first and last name?

Speaker speaker_1: The first name is Tyreek. T-Y-R-E-E-K. Tyreek. And last name Williams.

Speaker speaker_6: Okay. I'll need, uh, your information. We can get this done.

Speaker speaker_0: Okay. Do you have their date of birth and address?

Speaker speaker_6: I'll have to. Let me just...

Speaker speaker_1: Date of birth is January 5, 2000.

Speaker speaker_0: I don't see anybody popping up with that information.

Speaker speaker_6: Oh, we did. Oh, we've, uh... Oh, we did. Yeah, but, uh, we got the code here. But, uh, we, we want to report him, but, uh, we, we want to report him. But, uh, yeah. But, uh, we, we want to, uh, report him. But, uh, yeah. But, uh, we, we want to, uh...

Speaker speaker_1: You cannot pull up the patient account?

Speaker speaker_6: We want to, uh, report him. But, uh, we, we want the, we want the number.

Speaker speaker_0: Yeah, I'm not showing a patient with that date of birth.

Speaker speaker_1: Let me check. Yeah. The date of birth is correct, ma'am. January 5, 2000.

Speaker speaker_0: Okay. I understand that-

Speaker speaker_1: And that's the-

Speaker speaker_0: ... that's the date of birth that you have, but I'm telling you no one in my system is popping up with that date of birth.

Speaker speaker_1: Just a moment. Uh, Tyreek Jason, Jesean Williams.

Speaker speaker_4: Hey, how you guys doing today? I'm doing good. How about you? I'm doing good. How about you? All right. Uh, you got any new patients yet? Not really. Just, uh, doing the usual stuff. Okay. Uh, hey, guys. We're doing pretty good. How about you? Uh, I'm doing good. How about you? We're doing pretty good as well. Thanks. Hey, guys. We're doing pretty good. How about you? Uh, I'm doing good. How about you? We're doing pretty good as well. Thank you. Hey, guys. We're doing pretty good. How about you? Uh, I'm doing good. How about you? We're doing pretty good as well. Thank you.

Speaker speaker_0: Okay.

Speaker speaker_1: What's your name?

Speaker speaker_0: What is the last four digits for the other patient?

Speaker speaker_1: I don't know the last four of social. Um, I have the member ID only.

Speaker speaker_0: Uh, I only have a way to search them by the social.

Speaker speaker_1: No, no, ma'am. I don't have the social number. I have only member ID.

Speaker speaker_0: Okay. W- I- I-

Speaker speaker_1: Can you search just a name and date of birth?

Speaker speaker_0: I would still be able to n- need to verify their social, 'cause we work for multiple staffing agencies.

Speaker speaker_1: Thanks. Great.

Speaker speaker_0: I can try to search by their social but if multiple members pop up with that, again, I will need to verify their social. What is their first and last name?

Speaker speaker_1: The first name is Tyreek. T-Y-R-E-E-K. Tyreek. And last name Williams.

Speaker speaker_6: Okay. You got it. Yeah. We're doing good. How about you? You're the one that's calling us. Give us the information we need.

Speaker speaker_1: Okay. Do you have their date of birth and address?

Speaker speaker_0: Uh-huh.

Speaker speaker_6: Yes. Yes. I like tyreek. Uh, tyreek. Williams.

Speaker speaker_1: Date of birth is January 5, 2000.

Speaker speaker_0: I don't see anybody popping up with that information.

Speaker speaker_6: Oh. He did. Oh. Yeah. I'm with the, uh, I'm with the, uh, cab driver. Uh, he called in a, called in a person that I couldn't get. Uh, could you...

Speaker speaker_1: You cannot pull up the patient account?

Speaker speaker_6: We want the number.

Speaker speaker_0: Yeah, I'm not showing a patient with that date of birth.

Speaker speaker_1: Let me check. Yeah. The date of birth is correct, ma'am. January 5, 2000.

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Speaker speaker_1: And that's the-

Speaker speaker_0: ... that's the date of birth that you have, but I'm telling you, no one in my system is popping up with that date of birth.

Speaker speaker_1: Just a moment. Uh, Tyreek Jason, Jesean Williams.

Speaker speaker_4: Hey, how you guys doing today? I'm doing good. How about you? I don't want to interrupt anything, but, uh, your call. But if it's all right, I have this paper here. Would you like to buy a drink? Hey.

Speaker speaker_0: Okay.

Speaker speaker_1: How about some coffee?

Speaker speaker_4: Coffee sounds good. What flavor?

Speaker speaker_1: Would you like some tea?

Speaker speaker_4: Tea sounds good. What time does it close? I think I'll get the, uh, coffee.

Speaker speaker_0: All right. Well, we have some pastries if you'd like.

Speaker speaker_3: Oh, thank you.

Speaker speaker_4: Thank you.

Speaker speaker_3: All right. Then can I get a, um, strawberry milk, please? And a donut? Donut? Okay. And a coffee. Coffee. And a pasty. Oh, a pasty. Okay. And a donut. And a donut. Thank you so much. Thank you.

Speaker speaker_0: All right. Well, hope you're not too late. That's why we're here.

Speaker speaker_3: No, no. I'm good.

Speaker speaker_0: All right. Well, have a nice day.

Speaker speaker_3: You too.

Speaker speaker_0: Okay.

Speaker speaker_3: Thank you.

Speaker speaker_0: Bye-bye.

Speaker speaker_3: Bye-bye.