

Transcript: VICTORIA

Taylor-6416650606395392-5991249059430400

Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Hi, Victoria. This is from North Memorial Hospital. I was just, um, a provider here calling to see if I could check eligibility on a patient. Okay. Um, do you have the last four of their Social? Um, 5199. And their first and last name? This is, uh, Vivica Brown. Okay. Uh, would you be able to verify their address and date of birth? I have her address, 18737 70th North Place, B-Bastille, Minnesota 55369. However, we got return mail on that address, so I don't think the address is accurate. Her birthday is 1/21/1997. Okay. Okay, gotcha. And is this for, uh, medical? Medical, yeah. Okay. So I do see that they have a hospital indemnity plan with, um, American Public Life and it is currently active. Indemnity with, with America... With American Public Life? Yes, ma'am. Mm-hmm. Um... And what's... Uh, is there... I guess is there a claims address for us to send things to, along with their phone number? Um, let me try and look up the claims address, but the phone number for them is, uh, 800-256-8606. And then give me a few seconds. I gotta look up the, uh, claims address. Okay. The insurance name is American, American Public Life, or is it through Benefit in a Card? Benefits in a Card is the name of our company. We're the benefits administrators. The name of the insurance carrier is American Public Life. Public Life. Oh, okay. . Let's see. Okay. Um, so the claims address, you would just attention it to, uh, IMA, Inc. And then it's gonna be, uh, PO Box 21704, and that's in Eagan, uh, Minnesota 55121. Okay. And then, the ID that I gave, gave is correct. Is there a group number to it? Or, I guess I didn't give you an ID. What is, uh, what's the patient's ID number? I don't see an ID number. I see a policy number. Okay. We could do a policy. Okay. And then I do... Now that I'm looking at the card, it looks like I do have a medical ID. Is that what you're needing? Yeah, we could take a medical ID too. Okay. Uh, so the policy number is, uh, 026111 and then 30. Three zeros? Or is it three one- No. No. Yeah, so it's 026111, the number three, and then the number zero. Okay. And then the medical ID is gonna be, uh, D as in dog, 46205659. Okay. And then, let's see. Looks like the group number would be 70078. Okay. By any chance, did you see patient's benefits with surgery or any of that? Um, I know the information that I have is pretty generic. Okay. Uh, you might have to reach out to, uh- Yeah. ... American Public Life for more details, but I see, um... Is it... Would it be surgery in hospital, hospital outpatient facility or freestanding outpatient surgery center? Um, surgery at a hospital. Okay. Uh, I believe she's... I don't know if she's gonna get inpatient afterwards. Okay, so it looks like for surgery in hospital, hospital outpatient facility, or freestanding outpatient surgery center, they'll pay \$250 a day with a max of one day. Okay. And that's max one day per rolling year? I believe so. I would just verify- Okay. ... with the insurance car- carrier directly about that. Okay. All righty. Yes, ma'am. Okay. Well, thank you so much. And what's your name? Uh, Victoria. And is there a call reference for this? Um, I don't have a, a reference number, unfortunately. Ah. That's okay. I'll just make a note that I spoke with you. Okay. All righty. All

right. Thank you. You're welcome. Have a good day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, Victoria. This is from North Memorial Hospital. I was just, um, a provider here calling to see if I could check eligibility on a patient.

Speaker speaker_0: Okay. Um, do you have the last four of their Social?

Speaker speaker_1: Um, 5199.

Speaker speaker_0: And their first and last name?

Speaker speaker_1: This is, uh, Vivica Brown.

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

Speaker speaker_1: I have her address, 18737 70th North Place, B-Bastille, Minnesota 55369. However, we got return mail on that address, so I don't think the address is accurate. Her birthday is 1/21/1997.

Speaker speaker_0: Okay. Okay, gotcha. And is this for, uh, medical?

Speaker speaker_1: Medical, yeah.

Speaker speaker_0: Okay. So I do see that they have a hospital indemnity plan with, um, American Public Life and it is currently active.

Speaker speaker_1: Indemnity with, with America... With American Public Life?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Mm-hmm. Um... And what's... Uh, is there... I guess is there a claims address for us to send things to, along with their phone number?

Speaker speaker_0: Um, let me try and look up the claims address, but the phone number for them is, uh, 800-256-8606. And then give me a few seconds. I gotta look up the, uh, claims address.

Speaker speaker_1: Okay. The insurance name is American, American Public Life, or is it through Benefit in a Card?

Speaker speaker_0: Benefits in a Card is the name of our company. We're the benefits administrators. The name of the insurance carrier is American Public Life.

Speaker speaker_1: Public Life. Oh, okay. .

Speaker speaker_0: Let's see. Okay. Um, so the claims address, you would just attention it to, uh, IMA, Inc. And then it's gonna be, uh, PO Box 21704, and that's in Eagan, uh, Minnesota 55121.

Speaker speaker_1: Okay. And then, the ID that I gave, gave is correct. Is there a group number to it? Or, I guess I didn't give you an ID. What is, uh, what's the patient's ID number?

Speaker speaker_0: I don't see an ID number. I see a policy number.

Speaker speaker_1: Okay. We could do a policy.

Speaker speaker_0: Okay. And then I do... Now that I'm looking at the card, it looks like I do have a medical ID. Is that what you're needing?

Speaker speaker_1: Yeah, we could take a medical ID too.

Speaker speaker_0: Okay. Uh, so the policy number is, uh, 026111 and then 30.

Speaker speaker_1: Three zeros? Or is it three one-

Speaker speaker_0: No. No. Yeah, so it's 026111, the number three, and then the number zero.

Speaker speaker_1: Okay.

Speaker speaker_0: And then the medical ID is gonna be, uh, D as in dog, 46205659.

Speaker speaker_1: Okay.

Speaker speaker_0: And then, let's see. Looks like the group number would be 70078.

Speaker speaker_1: Okay. By any chance, did you see patient's benefits with surgery or any of that?

Speaker speaker_0: Um, I know the information that I have is pretty generic.

Speaker speaker_1: Okay.

Speaker speaker_0: Uh, you might have to reach out to, uh-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... American Public Life for more details, but I see, um... Is it... Would it be surgery in hospital, hospital outpatient facility or freestanding outpatient surgery center?

Speaker speaker_1: Um, surgery at a hospital.

Speaker speaker_0: Okay.

Speaker speaker_1: Uh, I believe she's... I don't know if she's gonna get inpatient afterwards.

Speaker speaker_0: Okay, so it looks like for surgery in hospital, hospital outpatient facility, or freestanding outpatient surgery center, they'll pay \$250 a day with a max of one day.

Speaker speaker_1: Okay. And that's max one day per rolling year?

Speaker speaker_0: I believe so. I would just verify-

Speaker speaker_1: Okay.

Speaker speaker_0: ... with the insurance car- carrier directly about that.

Speaker speaker_1: Okay. All righty.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. Well, thank you so much. And what's your name?

Speaker speaker_0: Uh, Victoria.

Speaker speaker_1: And is there a call reference for this?

Speaker speaker_0: Um, I don't have a, a reference number, unfortunately.

Speaker speaker_1: Ah. That's okay. I'll just make a note that I spoke with you.

Speaker speaker_0: Okay. All righty.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: You too. Bye-bye.