

Transcript: Chris Sofield

(deactivated)-5613552650469376-6218080651362304

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on Card, this is Chris. How can I help you today? Yes, sir. So, I have a client here. I'm calling from a provider's office. The client has gotten insurance through y'all and her card has not yet made it in the mail, and I was wanting to see if I could get any type of information to be able to put it in for billing for her appointment today. Okay. Yeah, I should be able to pull up some information. Um, let me see what, what I can find. What is- Okay, thank you. ... this patient's first and last name? Lacey Cains. L-A-C-E-Y C-A-I-N-S. Okay. And Ms. Cains' date of birth? 09/09/2000. Okay, thank you. One moment. And is this for a medical? Yes. It's under mental health. Mental h- Okay... Okay. One moment. Thank you. Mm-hmm. Okay. So, it does look like Ms. Cains' policy information has been fully generated. I may even be able to pull up... Yes, I can pull up a copy of the ID card, um, and is she there at your office right now? She is. Okay. Um, Ms. Cains, uh, can you verify, we have your email on file as laceycains95@gmail.com, is that correct? Yes. Okay. All right. So, what I can do is I can send over the copy of the, uh, medical card right now. It should arrive in just a minute here. Uh, that should have everything you would need to be able to, uh, to run her insurance. Okay. All right. All right. And will that also have the address for claims and the payer ID? Yes. That, that will have all of that information. Okay. And can you check the NPI and see if we are considered in-network? That, unfortunately, I can't do, because we are just the enrollment admin for - Okay, so we would need- ... Ms. Cains' business employment. ... to call the number on the card? Yeah, there should be, um, I believe it's customer service/medical ver-, benefit verification. Um, call that number- Okay. ... and they should be able to help out with anything like that. Okay. All right. I appreciate it. No problem. Thanks for calling and have a wonderful day. You too. All right. Bye now.

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 Card, this is Chris. How can I help you today?

Speaker speaker_2: Yes, sir. So, I have a client here. I'm calling from a provider's office. The client has gotten insurance through y'all and her card has not yet made it in the mail, and I was wanting to see if I could get any type of information to be able to put it in for billing for her appointment today.

Speaker speaker_1: Okay. Yeah, I should be able to pull up some information. Um, let me see what, what I can find. What is-

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: ... this patient's first and last name?

Speaker speaker_2: Lacey Cains. L-A-C-E-Y C-A-I-N-S.

Speaker speaker_1: Okay. And Ms. Cains' date of birth?

Speaker speaker_3: 09/09/2000.

Speaker speaker_1: Okay, thank you. One moment. And is this for a medical?

Speaker speaker_2: Yes. It's under mental health.

Speaker speaker_1: Mental h- Okay... Okay. One moment.

Speaker speaker_2: Thank you.

Speaker speaker_1: Mm-hmm. Okay. So, it does look like Ms. Cains' policy information has been fully generated. I may even be able to pull up... Yes, I can pull up a copy of the ID card, um, and is she there at your office right now?

Speaker speaker_2: She is.

Speaker speaker_1: Okay. Um, Ms. Cains, uh, can you verify, we have your email on file as laceycains95@gmail.com, is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right. So, what I can do is I can send over the copy of the, uh, medical card right now. It should arrive in just a minute here. Uh, that should have everything you would need to be able to, uh, to run her insurance.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: All right.

Speaker speaker_2: And will that also have the address for claims and the payer ID?

Speaker speaker_1: Yes. That, that will have all of that information.

Speaker speaker_2: Okay. And can you check the NPI and see if we are considered in-network?

Speaker speaker_1: That, unfortunately, I can't do, because we are just the enrollment admin for -

Speaker speaker_2: Okay, so we would need-

Speaker speaker_1: ... Ms. Cains' business employment.

Speaker speaker_2: ... to call the number on the card?

Speaker speaker_1: Yeah, there should be, um, I believe it's customer service/medical ver-, benefit verification. Um, call that number-

Speaker speaker_2: Okay.

Speaker speaker_1: ... and they should be able to help out with anything like that.

Speaker speaker_2: Okay. All right. I appreciate it.

Speaker speaker_1: No problem. Thanks for calling and have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: All right. Bye now.