

Transcript: Chris Sofield

(deactivated)-5646059911987200-6641193499705344

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank... card, this is Chris. How can I help you today? Hey, um, I just called and the call was disconnected. My name is Lori at Novant Health Wahlberg Family Medicine. I'm calling regarding a patient. She does not have her insurance card yet, but she gave me this phone number to call so I could get the benefits information. Yes, here- She is here for a office visit. Uh, okay. What's the patient's first and last name? Um, Woods is the last name. W-O-O-D-S. Okay. First name is R-U-K-A-Y-A. All right. And Ms. Woods, uh- Her birthday is 12... I'm sorry. Is... Oh, yeah, that's what I was gonna give you, sorry. Is 1970. It's 12/25/1970. Okay, thank you. One moment. All right. Thanks. I'm showing. That's okay. No problem. Showing it looks like policy is effective as of this past Monday, the 2nd. Um, looks like it is a, an... it's an indemnity plan through a company called American Public Life. American Public Life. Yes, ma'am. I'm sure that's not one that I see very often. So I'm gonna need a phone number for them, um, like an address? Yeah. I can... Or they can let me know if I can get it. Let me get all that. Yeah, let... Yeah, let me get all that for you. I appreciate... Oh, and member ID and all that. You just let me know what you can give me. All right, one moment. I should actually be able to get- Thanks. ... just about everything for you, but let me do... just double check. Okay. Perfect. Thank you. Um, I know for a fact I can give you their phone number, which is... Let me know when you're ready. Yeah, I'm ready. All right, that number is gonna be 800- Yes, sir. ... 256- Mm-hmm. ... 8606. Okay. Um, policy number, 255- Okay. What you got? Uh-huh. ... 0107. Exactly. Okay. Uh- There's two of it. So is it 25, 255? No, it's, uh, 255-0107. Okay. Sorry about that. Okay. No, you're fine. Uh, group number, 70075. Okay. And claims billing address, PO Box- All right. ... 21704. That's in Eagan. Okay. E-A-G-A-N, Minnesota, 55121. Okay. And then I even have their electronic payer ID of 64556. Okay. Hold on one second. All right, hold on one second. Sorry, go ahead. All right. Uh, no, you're good. All right, go ahead. Uh, that payer ID is 64556. Perfect. And I think that's all I need. All right. So if that's everything, uh, that should- Thank you so much for that. ... help you out. No problem. If you need- Okay. ... anything else- Do you know- ... we should be able to help you with that. Would you know when she'll get a card? Do you... I'm sorry, 'cause I know it just went to effect four days ago. Do you know when she'll get a card? Um, it looks like- No, I was just gonna let her know that information. Yeah. It, it, it looks like the, um... It looks like she contacted us a couple of days ago and we sent copies of the ID cards via email. She may already have those, or she may have... I, I'm not sure what happened with that. But I do know that the original ID cards should arrive about, uh, within about a week or two. Um, and then I- Okay. ... do know if you, if you need any further information regarding the plan itself, um, just give that number of call. APL should be able to help out with everything else. Um, but that's all the information- Okay. ... I've got for you. And it's American Public Life. And you said the address was, the PO Box was

21704, right? Correct. All right. Thank you. I appreciate it. No problem. Thanks for calling and have a wonderful day. You too. Thank you. Bye-bye. You're welcome. Bye now. Okay.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Thank... card, this is Chris. How can I help you today?

Speaker speaker_3: Hey, um, I just called and the call was disconnected. My name is Lori at Novant Health Wahlberg Family Medicine. I'm calling regarding a patient. She does not have her insurance card yet, but she gave me this phone number to call so I could get the benefits information.

Speaker speaker_2: Yes, here-

Speaker speaker_3: She is here for a office visit.

Speaker speaker_2: Uh, okay. What's the patient's first and last name?

Speaker speaker_3: Um, Woods is the last name. W-O-O-D-S.

Speaker speaker_2: Okay.

Speaker speaker_3: First name is R-U-K-A-Y-A.

Speaker speaker_2: All right. And Ms. Woods, uh-

Speaker speaker_3: Her birthday is 12... I'm sorry.

Speaker speaker_2: Is...

Speaker speaker_3: Oh, yeah, that's what I was gonna give you, sorry.

Speaker speaker_2: Is 1970.

Speaker speaker_3: It's 12/25/1970.

Speaker speaker_2: Okay, thank you. One moment. All right.

Speaker speaker_3: Thanks.

Speaker speaker_2: I'm showing.

Speaker speaker_3: That's okay.

Speaker speaker_2: No problem. Showing it looks like policy is effective as of this past Monday, the 2nd. Um, looks like it is a, an... it's an indemnity plan through a company called American Public Life.

Speaker speaker_3: American Public Life.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_3: I'm sure that's not one that I see very often. So I'm gonna need a phone number for them, um, like an address?

Speaker speaker_2: Yeah. I can...

Speaker speaker_3: Or they can let me know if I can get it.

Speaker speaker_2: Let me get all that. Yeah, let... Yeah, let me get all that for you.

Speaker speaker_3: I appreciate... Oh, and member ID and all that. You just let me know what you can give me.

Speaker speaker_2: All right, one moment. I should actually be able to get-

Speaker speaker_3: Thanks.

Speaker speaker_2: ... just about everything for you, but let me do... just double check.

Speaker speaker_3: Okay. Perfect. Thank you.

Speaker speaker_2: Um, I know for a fact I can give you their phone number, which is... Let me know when you're ready.

Speaker speaker_3: Yeah, I'm ready.

Speaker speaker_2: All right, that number is gonna be 800-

Speaker speaker_3: Yes, sir.

Speaker speaker_2: ... 256-

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: ... 8606.

Speaker speaker_3: Okay.

Speaker speaker_2: Um, policy number, 255-

Speaker speaker_3: Okay. What you got? Uh-huh.

Speaker speaker_2: ... 0107.

Speaker speaker_4: Exactly.

Speaker speaker_3: Okay.

Speaker speaker_2: Uh-

Speaker speaker_3: There's two of it. So is it 25, 255?

Speaker speaker_2: No, it's, uh, 255-0107.

Speaker speaker_3: Okay. Sorry about that. Okay.

Speaker speaker_2: No, you're fine. Uh, group number, 70075.

Speaker speaker_3: Okay.

Speaker speaker_2: And claims billing address, PO Box-

Speaker speaker_3: All right.

Speaker speaker_2: ... 21704. That's in Eagan.

Speaker speaker_3: Okay.

Speaker speaker_2: E-A-G-A-N, Minnesota, 55121.

Speaker speaker_3: Okay.

Speaker speaker_2: And then I even have their electronic payer ID of 64556.

Speaker speaker_3: Okay. Hold on one second. All right, hold on one second.

Speaker speaker_2: Sorry, go ahead.

Speaker speaker_3: All right. Uh, no, you're good. All right, go ahead.

Speaker speaker_2: Uh, that payer ID is 64556.

Speaker speaker_3: Perfect. And I think that's all I need.

Speaker speaker_2: All right. So if that's everything, uh, that should-

Speaker speaker_3: Thank you so much for that.

Speaker speaker_2: ... help you out. No problem. If you need-

Speaker speaker_3: Okay.

Speaker speaker_2: ... anything else-

Speaker speaker_3: Do you know-

Speaker speaker_2: ... we should be able to help you with that.

Speaker speaker_3: Would you know when she'll get a card? Do you... I'm sorry, 'cause I know it just went to effect four days ago. Do you know when she'll get a card?

Speaker speaker_2: Um, it looks like-

Speaker speaker_3: No, I was just gonna let her know that information.

Speaker speaker_2: Yeah. It, it, it looks like the, um... It looks like she contacted us a couple of days ago and we sent copies of the ID cards via email. She may already have those, or she may have... I, I'm not sure what happened with that. But I do know that the original ID cards should arrive about, uh, within about a week or two. Um, and then I-

Speaker speaker_3: Okay.

Speaker speaker_2: ... do know if you, if you need any further information regarding the plan itself, um, just give that number of call. APL should be able to help out with everything else.

Um, but that's all the information-

Speaker speaker_3: Okay.

Speaker speaker_2: ... I've got for you.

Speaker speaker_3: And it's American Public Life. And you said the address was, the PO Box was 21704, right?

Speaker speaker_2: Correct.

Speaker speaker_3: All right. Thank you. I appreciate it.

Speaker speaker_2: No problem. Thanks for calling and have a wonderful day.

Speaker speaker_3: You too. Thank you. Bye-bye.

Speaker speaker_2: You're welcome. Bye now.

Speaker speaker_4: Okay.