

Transcript: Chris Sofield

(deactivated)-5762160013918208-5096964572364800

Full Transcript

Thank you for calling Benefits and Records. This is Chris. How can I help you today? Hi, Chris. My name is Jessica. How are you doing this morning? I'm doing all right, ma'am. And yourself? I'm good. Um, I'm calling from AFC Urgent Care. I have a patient here that has these benefits, and, um, for some reason, on my end, when I went- when I go to add the insurance, it says, "Subscriber not found." So I was wondering if there was any way that I can verify his insurance to make sure that he's covered while being seen at the center today. Yeah. What's the, what's the patient's name? Sure. His first name is Tyreek. T-Y-R-E-E-K. And then his last name is Williams. He did state that this is a new insurance for him through his job as well, MAU. Okay. And, uh, what's his, uh, date of birth? His date of birth is... 01/05/2000. Thank you. Let's see. Mm-hmm. Okay, let's see here. Looks like... Yeah, he does have a, a valid and active insurance policy at this time. The- Mm-hmm. Now, we are just the enrollment admins, so, um... So all I can say is that it, it, as far as I can see, it should be active. Mm-hmm. The actual insurance carrier is American Public Life. Um, was he able to provide a policy number or anything like that? Mm-mm. Okay, so- No, I mean, I have his employer ID number. Um... He just, he literally just left just now. Um... Okay. What- Okay, so what's the name of the... What's the em- okay, American Public Life. Yeah, that's the one that I tried to put in there. Yeah. Let me, um- Pub- And the, the, the ID number that he provided, did it start with the letter D as in David? Uh, yes, that's the one- Okay. ... that we have is, on his card. Okay. It's D43720311. Okay, so that is for, that is for his old policy which was through a different company called 90 Degrees Benefits. That's the- Gotcha. That's probably not- That, yeah. That's probably why it's not popping up. Correct. Um, I, I can pull... I've actually just now pulled his actual policy number for American Public Life. Let me know when you're ready for that, and I can give that to you. Yep. I just need the member ID number if you have that. Well, that, th- this, this would be that. Okay, go ahead. Uh, that is gonna be, um, 25848- 2... Sorry, go ahead. ... 5. Oh, sorry. 25848? 70. 70. That's it? I- Yes. Uh, there may or may not... Um, I, I believe on their side, they may also add, like, a zero in front of it, so it could be like 02584870. Um, but one of those two would be, would be the full policy ID. And then the group number is 70056. Okay, let me try that one more time. And then if it helps, I can also give you American Public Life's phone number in case you need to get, get in contact with them to verify anything. Yeah, 'cause it's still saying that it's "Subscriber not found." Okay. Yeah. Can I have their phone number, please? Yeah. That's going to be 1-800- Mm-hmm. ... 256- Mm-hmm. ... 8606. Okay. All right. Well, thank you so much. I appreciate you. No problem. If you need- Mm-hmm. ... a reference number for today's call, that's gonna be my first name, Chris, C-H-R-I-S. Okay. Mm-hmm. My last initial, S as in Sam, and then today's date. Okay. Thank you so much. You have a- You're- ... wonderful day. You're welcome. You as well. Bye now. Thanks. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Records. This is Chris. How can I help you today?

Speaker speaker_1: Hi, Chris. My name is Jessica. How are you doing this morning?

Speaker speaker_0: I'm doing all right, ma'am. And yourself?

Speaker speaker_1: I'm good. Um, I'm calling from AFC Urgent Care. I have a patient here that has these benefits, and, um, for some reason, on my end, when I went- when I go to add the insurance, it says, "Subscriber not found." So I was wondering if there was any way that I can verify his insurance to make sure that he's covered while being seen at the center today.

Speaker speaker_0: Yeah. What's the, what's the patient's name?

Speaker speaker_1: Sure. His first name is Tyreek. T-Y-R-E-E-K. And then his last name is Williams. He did state that this is a new insurance for him through his job as well, MAU.

Speaker speaker_0: Okay. And, uh, what's his, uh, date of birth?

Speaker speaker_1: His date of birth is... 01/05/2000.

Speaker speaker_0: Thank you. Let's see. Mm-hmm. Okay, let's see here. Looks like... Yeah, he does have a, a valid and active insurance policy at this time. The-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Now, we are just the enrollment admins, so, um... So all I can say is that it, it, as far as I can see, it should be active.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: The actual insurance carrier is American Public Life. Um, was he able to provide a policy number or anything like that?

Speaker speaker_1: Mm-mm.

Speaker speaker_0: Okay, so-

Speaker speaker_1: No, I mean, I have his employer ID number. Um... He just, he literally just left just now. Um...

Speaker speaker_0: Okay. What-

Speaker speaker_1: Okay, so what's the name of the... What's the em- okay, American Public Life. Yeah, that's the one that I tried to put in there. Yeah.

Speaker speaker_0: Let me, um-

Speaker speaker_1: Pub-

Speaker speaker_0: And the, the, the ID number that he provided, did it start with the letter D as in David?

Speaker speaker_1: Uh, yes, that's the one-

Speaker speaker_0: Okay.

Speaker speaker_1: ... that we have is, on his card.

Speaker speaker_0: Okay.

Speaker speaker_1: It's D43720311.

Speaker speaker_0: Okay, so that is for, that is for his old policy which was through a different company called 90 Degrees Benefits. That's the-

Speaker speaker_1: Gotcha. That's probably not-

Speaker speaker_0: That, yeah.

Speaker speaker_1: That's probably why it's not popping up.

Speaker speaker_0: Correct. Um, I, I can pull... I've actually just now pulled his actual policy number for American Public Life. Let me know when you're ready for that, and I can give that to you.

Speaker speaker_1: Yep. I just need the member ID number if you have that.

Speaker speaker_0: Well, that, th- this, this would be that.

Speaker speaker_1: Okay, go ahead.

Speaker speaker_0: Uh, that is gonna be, um, 25848-

Speaker speaker_1: 2...

Speaker speaker_0: Sorry, go ahead.

Speaker speaker_1: ... 5. Oh, sorry. 25848?

Speaker speaker_0: 70.

Speaker speaker_1: 70. That's it?

Speaker speaker_0: I- Yes. Uh, there may or may not... Um, I, I believe on their side, they may also add, like, a zero in front of it, so it could be like 02584870. Um, but one of those two would be, would be the full policy ID. And then the group number is 70056.

Speaker speaker_1: Okay, let me try that one more time.

Speaker speaker_0: And then if it helps, I can also give you American Public Life's phone number in case you need to get, get in contact with them to verify anything.

Speaker speaker_1: Yeah, 'cause it's still saying that it's "Subscriber not found."

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah. Can I have their phone number, please?

Speaker speaker_0: Yeah. That's going to be 1-800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 256-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 8606.

Speaker speaker_1: Okay. All right. Well, thank you so much. I appreciate you.

Speaker speaker_0: No problem. If you need-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... a reference number for today's call, that's gonna be my first name, Chris, C-H-R-I-S.

Speaker speaker_1: Okay. Mm-hmm.

Speaker speaker_0: My last initial, S as in Sam, and then today's date.

Speaker speaker_1: Okay. Thank you so much. You have a-

Speaker speaker_0: You're-

Speaker speaker_1: ... wonderful day.

Speaker speaker_0: You're welcome. You as well. Bye now.

Speaker speaker_1: Thanks. Bye-bye.