

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Hi, my name is Sandra. I'm calling for UnitedHealth Center of Presan Juan, Juan Valley. Please know this call has been recorded and monitored for quality and training purposes. I'm calling to check on a client status, Stephanie. Uh, what's the poli... Who's the policyholder? First and last name, please. I'm sure the policyholder's first name... Can I spell the name for you- Yes. ... Stephanie? Yes, ma'am. Mm-hmm. Okay. C as in Charlie, A as in alpha, E as in echo, S as in Sierra, A as in alpha, R as in Romeo, and the last name is spelled as M as in Mike, A as in alpha, C as in Charlie, I as in ice cream, A as in alpha, S as in Sierra. Okay, thank you. And then their date of birth, please. I'm sure the, the patient date of birth is February 12 of 1988. You said 1988? Um, yes. Are you guys in California? Just a moment. Mm-hmm. Yes. You-are you guys are in California? Yes. Yes, Stephanie. And then you said, you said, "C as in Charlie, E as in echo, A, S as in Sam, A as in echo, R as in Romeo?" Um, for the patient last name? Or first name. Oh, just for the patient first na... Yes, C as in Charlie, A as in alpha, E as in echo, S as in Sierra, E, A as in alpha, and R as in Romeo. Okay. So with that first name, I'm not seeing a member. Um, I found somebody with the last name and the date of birth, but the first name's spelled differently. It's spelled C-E-S-A-R, not C-A-E-S-A-R. Okay, just a moment. Let me check that. Just a moment. Mm-hmm. Hello, Stephanie? Yes, ma'am. Yes, you are correct. This name is spelled as in C as in Charlie, E as in echo, S as in Sierra, A as in alpha, and R as in Romeo. Okay, thank you. I'm sorry for the inconvenience. No, you're fine. And then you guys are in the State of California? Yes. Yes? Okay. So I'm looking right now, and the member that you're calling regarding of doesn't have active coverage. They don't have any active coverage. Um, so Stephanie, you're saying that this patient is not active on the date of service? They don't have any coverage in general. Like, they don't have any plans. Oh, okay. Just a moment. Mm-hmm. So may I know the patient effective date and the patient termination date, Stephanie? So they never even enrolled into any plans, so I can't give you that 'cause they never enrolled into anything. Okay. Okay. They, they never, um, enrolled into any benefits, so they never at any point had coverage. Okay. Just a moment. Uh, Tiffany, just a moment. Give me a moment. Mm-hmm. So I was just calling because I have a crazy ... So you're stating that the patient don't have any medical coverage? Mm, no ma'am. Um, it's Zefar and then M-A-C-I-A-S. Is that correct, the last name? M as in Mary, A as in alpha, C as in Charlie, I as in ice cream, A as in alpha, S as in Sam. Yes, that's correct. Is that correct? And then I have birthday February 12th of 1988. That's correct. Yeah, so yeah. Um, does it show you who they're... Well, no it's 'cause the only member that's popping up with that information that you gave me and that birthday, I ha- I haven't... Uh, give me one second. Do you have the last four of their social? Yes, I have that. Can I help you with the Social Security number of the patient, last four digits? I do- Yeah, I just need the last four. Okay. The Social Security number

is 5748. Yeah, so indeed it is a customer or member that I'm looking at. Um, they never enrolled into any benefits, so therefore they don't have any coverage. They didn't have any coverage even last year, nor this year. Okay. How can we help them? So, they ne- they never enrolled into, into any plans. Um, they don't even h- they never even had coverage for 2023 either. So they never enrolled into any of the benefits. Okay. So they don't have active coverage for anything. Okay, understood. Just a moment. Mm-hmm. Um, I'm s- Hello? Tiffany? I just want to reconfirm that the patient does not have any medical policy? Yeah, they don't have any coverage. Like, they don't have a single plan, not even one. They never even registered the enrollment- Okay. ... to benefits, so I can tell you that for a fact that they don't have any, any, any plan. So that business is not gonna be covered. They don't have any coverage at all, like whatsoever. Just a moment, Tiffany. Mm-hmm. I'm so sorry for the delay, Tiffany. Just a moment. I'm just verifying. Just a moment. Okay, Tiffany, can you please help me with the member eligibility? Well, they're not, um... They're not even eligible to enroll into the benefits anymore. They're only eligible within two periods. The first period is their first 30 days of receiving their first paycheck, which that passed already, and the second period would be within company open enrollment which is in the month of October. So if they did want to enroll in the future for plans, they have to wait until the next company open enrollment to do so, which is held in October. But at this moment, they don't have any plans whatsoever, so they don't have any healthcare benefits. Hello? Hello? Okay, so just, uh, just for documentation, can you please help me with the appeals mailing address and the appeals filing limits? Um, like, ours or the member's? Um, just a moment. Yes. Yes, Tiffany. Can you please help, help me with the appealing, appeals address and the appeals mail, uh, that you're sending? Of the policy holders, correct? No, actually, your ... I'm sorry. I don't understand your question. Hello? Hello? Just a moment. Just a moment.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, my name is Sandra. I'm calling for UnitedHealth Center of Presan Juan, Juan Valley. Please know this call has been recorded and monitored for quality and training purposes. I'm calling to check on a client status, Stephanie.

Speaker speaker_0: Uh, what's the poli... Who's the policyholder? First and last name, please.

Speaker speaker_1: I'm sure the policyholder's first name... Can I spell the name for you-

Speaker speaker_0: Yes.

Speaker speaker_1: ... Stephanie?

Speaker speaker_0: Yes, ma'am. Mm-hmm.

Speaker speaker_1: Okay. C as in Charlie, A as in alpha, E as in echo, S as in Sierra, A as in alpha, R as in Romeo, and the last name is spelled as M as in Mike, A as in alpha, C as in Charlie, I as in ice cream, A as in alpha, S as in Sierra.

Speaker speaker_0: Okay, thank you. And then their date of birth, please.

Speaker speaker_1: I'm sure the, the patient date of birth is February 12 of 1988.

Speaker speaker_0: You said 1988?

Speaker speaker_1: Um, yes.

Speaker speaker_0: Are you guys in California?

Speaker speaker_1: Just a moment.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yes.

Speaker speaker_0: You-are you guys are in California?

Speaker speaker_1: Yes. Yes, Stephanie.

Speaker speaker_0: And then you said, you said, "C as in Charlie, E as in echo, A, S as in Sam, A as in echo, R as in Romeo?"

Speaker speaker_1: Um, for the patient last name?

Speaker speaker_0: Or first name.

Speaker speaker_1: Oh, just for the patient first na... Yes, C as in Charlie, A as in alpha, E as in echo, S as in Sierra, E, A as in alpha, and R as in Romeo.

Speaker speaker_0: Okay. So with that first name, I'm not seeing a member. Um, I found somebody with the last name and the date of birth, but the first name's spelled differently. It's spelled C-E-S-A-R, not C-A-E-S-A-R.

Speaker speaker_1: Okay, just a moment. Let me check that. Just a moment.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Hello, Stephanie?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Yes, you are correct. This name is spelled as in C as in Charlie, E as in echo, S as in Sierra, A as in alpha, and R as in Romeo.

Speaker speaker_0: Okay, thank you.

Speaker speaker_1: I'm sorry for the inconvenience.

Speaker speaker_0: No, you're fine. And then you guys are in the State of California?

Speaker speaker_1: Yes.

Speaker speaker_0: Yes? Okay. So I'm looking right now, and the member that you're calling regarding of doesn't have active coverage. They don't have any active coverage.

Speaker speaker_1: Um, so Stephanie, you're saying that this patient is not active on the date of service?

Speaker speaker_0: They don't have any coverage in general. Like, they don't have any plans.

Speaker speaker_1: Oh, okay. Just a moment.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So may I know the patient effective date and the patient termination date, Stephanie?

Speaker speaker_0: So they never even enrolled into any plans, so I can't give you that 'cause they never enrolled into anything.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: They, they never, um, enrolled into any benefits, so they never at any point had coverage.

Speaker speaker_1: Okay. Just a moment. Uh, Tiffany, just a moment. Give me a moment.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: So I was just calling because I have a crazy ...

Speaker speaker_1: So you're stating that the patient don't have any medical coverage?

Speaker speaker_0: Mm, no ma'am. Um, it's Zefar and then M-A-C-I-A-S. Is that correct, the last name? M as in Mary, A as in alpha, C as in Charlie, I as in ice cream, A as in alpha, S as in Sam.

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: Is that correct? And then I have birthday February 12th of 1988.

Speaker speaker_1: That's correct.

Speaker speaker_0: Yeah, so yeah. Um, does it show you who they're... Well, no it's 'cause the only member that's popping up with that information that you gave me and that birthday, I ha- I haven't... Uh, give me one second. Do you have the last four of their social?

Speaker speaker_1: Yes, I have that. Can I help you with the Social Security number of the patient, last four digits?

Speaker speaker_0: I do- Yeah, I just need the last four.

Speaker speaker_1: Okay. The Social Security number is 5748.

Speaker speaker_0: Yeah, so indeed it is a customer or member that I'm looking at. Um, they never enrolled into any benefits, so therefore they don't have any coverage. They didn't have any coverage even last year, nor this year.

Speaker speaker_1: Okay. How can we help them?

Speaker speaker_0: So, they ne- they never enrolled into, into any plans. Um, they don't even h- they never even had coverage for 2023 either. So they never enrolled into any of the benefits.

Speaker speaker_1: Okay.

Speaker speaker_0: So they don't have active coverage for anything.

Speaker speaker_1: Okay, understood. Just a moment.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, I'm s- Hello? Tiffany? I just want to reconfirm that the patient does not have any medical policy?

Speaker speaker_0: Yeah, they don't have any coverage. Like, they don't have a single plan, not even one. They never even registered the enrollment-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to benefits, so I can tell you that for a fact that they don't have any, any, any plan. So that business is not gonna be covered. They don't have any coverage at all, like whatsoever.

Speaker speaker_1: Just a moment, Tiffany.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I'm so sorry for the delay, Tiffany. Just a moment. I'm just verifying. Just a moment. Okay, Tiffany, can you please help me with the member eligibility?

Speaker speaker_0: Well, they're not, um... They're not even eligible to enroll into the benefits anymore. They're only eligible within two periods. The first period is their first 30 days of receiving their first paycheck, which that passed already, and the second period would be within company open enrollment which is in the month of October. So if they did want to enroll in the future for plans, they have to wait until the next company open enrollment to do so, which is held in October. But at this moment, they don't have any plans whatsoever, so they don't have any healthcare benefits. Hello? Hello?

Speaker speaker_1: Okay, so just, uh, just for documentation, can you please help me with the appeals mailing address and the appeals filing limits?

Speaker speaker_0: Um, like, ours or the member's?

Speaker speaker_1: Um, just a moment. Yes. Yes, Tiffany. Can you please help, help me with the appealing, appeals address and the appeals mail, uh, that you're sending?

Speaker speaker_0: Of the policy holders, correct?

Speaker speaker_1: No, actually, your ...

Speaker speaker_0: I'm sorry. I don't understand your question. Hello? Hello?

Speaker speaker_1: Just a moment. Just a moment.