

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is, uh, I'm calling from a Franciscan Medical Group. Um, we have an outstanding claim that it looks like we sent to your facility for a patient of ours, um, and we have not received a response. So I'm just wanting to verify if that's been received. Okay. So who you actually need to speak to would be the carrier. Um, they would be able to- Okay. ... tell you about that claim. But I can check into the member's, um, file to see which plan they have. Oh, okay. That'd be great. Um, what is their, what is their first and last name? First name is Jane, last name is Spencer. Okay. And you said James? Jane. J-A-N as in Nancy, E. Oh, okay, Jane. Okay. Thank you. And then what was their date of birth? Date of birth was 11/14/1947. Okay. Are they a dependent by any chance? 'Cause I'm not seeing them with that first and last name, as well as the date of birth. Oh. Um, by any chance, uh, is there a dependent? They won't pop up until I pull up the actual policyholder's information. Oh, no- Um- Okay, let me double check on that. Let's see here. I'm opening up their registration now, so- And that was first name Jane, J-A-N-E. Last name Spencer- Mm-hmm. ... S-P-E-N-C-E-R. And then 1947- Mm-hmm. ... month of November, day 14. Yes, that's right. Yeah. And I'm looking in here. I have her information pulled up. Um, it's labeled as Allstate Workplace, um, as secondary coverage to Medicare. Uh, she's listed as, uh, the primary, but, uh, the... As far as the status of her eligibility, it just says contact payer. So, um, I am not seeing, uh, any card on file either. Yeah, 'cause they're not pulling up with that, with that first and last name. I get a Janette, a Janell. Okay. But the date of birth isn't the same, nor the year, nor the date. So it's definitely not- Okay. ... that member. So they might be a dependent- Okay. ... um, but we do need the policyholder's first and last name to actually be able to pull up the file and see, um, if they're in there. 'Cause I c- I can... I'm not even seeing that person. So they might be a dependent. Okay. No problem. Well, I guess we'll just, um, transition this to the next payer, 'cause I'm showing three different payers on file. So it might be possible that she just doesn't have coverage with you guys. Um, that would be interesting but- Yeah, 'cause she's not pulling up... 'Cause if, if it's the policyholder, she's not pulling up- Mm-hmm. ... whatsoever. Um, but like I said, if she is a dependent- Mm-hmm. ... um, we do need the policyholder's information first so that I'm able to pull her up. But, um, it just- Okay. No problem. I will just go ahead and, um, I'm gonna remove the coverage 'cause we don't have any other information on file for her. It doesn't give a subscriber name. It says self, um, that she's the subscriber, and- Mm-hmm. ... it's not even verified as active. So I'm just gonna assume- Hmm. ... this is inactive coverage at this point. Okay. Oh, I'm sorry. That's okay. I appreciate your help. Do you have the call reference number? Um, it's gonna be EA32025. Perfect. Thanks for your help. I appreciate it. You're welcome. Have a nice day. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, Stephanie. My name is, uh, I'm calling from a Franciscan Medical Group. Um, we have an outstanding claim that it looks like we sent to your facility for a patient of ours, um, and we have not received a response. So I'm just wanting to verify if that's been received.

Speaker speaker_0: Okay. So who you actually need to speak to would be the carrier. Um, they would be able to-

Speaker speaker_1: Okay.

Speaker speaker_0: ... tell you about that claim. But I can check into the member's, um, file to see which plan they have.

Speaker speaker_1: Oh, okay. That'd be great.

Speaker speaker_0: Um, what is their, what is their first and last name?

Speaker speaker_1: First name is Jane, last name is Spencer.

Speaker speaker_0: Okay. And you said James?

Speaker speaker_1: Jane. J-A-N as in Nancy, E.

Speaker speaker_0: Oh, okay, Jane. Okay. Thank you. And then what was their date of birth?

Speaker speaker_1: Date of birth was 11/14/1947.

Speaker speaker_0: Okay. Are they a dependent by any chance? 'Cause I'm not seeing them with that first and last name, as well as the date of birth.

Speaker speaker_1: Oh.

Speaker speaker_0: Um, by any chance, uh, is there a dependent? They won't pop up until I pull up the actual policyholder's information.

Speaker speaker_1: Oh, no-

Speaker speaker_0: Um-

Speaker speaker_1: Okay, let me double check on that. Let's see here. I'm opening up their registration now, so-

Speaker speaker_0: And that was first name Jane, J-A-N-E. Last name Spencer-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... S-P-E-N-C-E-R. And then 1947-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... month of November, day 14.

Speaker speaker_1: Yes, that's right.

Speaker speaker_0: Yeah.

Speaker speaker_1: And I'm looking in here. I have her information pulled up. Um, it's labeled as Allstate Workplace, um, as secondary coverage to Medicare. Uh, she's listed as, uh, the primary, but, uh, the... As far as the status of her eligibility, it just says contact payer. So, um, I am not seeing, uh, any card on file either.

Speaker speaker_0: Yeah, 'cause they're not pulling up with that, with that first and last name. I get a Janette, a Janell.

Speaker speaker_1: Okay.

Speaker speaker_0: But the date of birth isn't the same, nor the year, nor the date. So it's definitely not-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that member. So they might be a dependent-

Speaker speaker_1: Okay.

Speaker speaker_0: ... um, but we do need the policyholder's first and last name to actually be able to pull up the file and see, um, if they're in there. 'Cause I c- I can... I'm not even seeing that person. So they might be a dependent.

Speaker speaker_1: Okay. No problem. Well, I guess we'll just, um, transition this to the next payer, 'cause I'm showing three different payers on file. So it might be possible that she just doesn't have coverage with you guys. Um, that would be interesting but-

Speaker speaker_0: Yeah, 'cause she's not pulling up... 'Cause if, if it's the policyholder, she's not pulling up-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... whatsoever. Um, but like I said, if she is a dependent-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... um, we do need the policyholder's information first so that I'm able to pull her up. But, um, it just-

Speaker speaker_1: Okay. No problem. I will just go ahead and, um, I'm gonna remove the coverage 'cause we don't have any other information on file for her. It doesn't give a subscriber name. It says self, um, that she's the subscriber, and-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... it's not even verified as active. So I'm just gonna assume-

Speaker speaker_0: Hmm.

Speaker speaker_1: ... this is inactive coverage at this point.

Speaker speaker_0: Okay. Oh, I'm sorry.

Speaker speaker_1: That's okay. I appreciate your help. Do you have the call reference number?

Speaker speaker_0: Um, it's gonna be EA32025.

Speaker speaker_1: Perfect. Thanks for your help. I appreciate it.

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

Speaker speaker_1: You too. Bye-bye.