

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hello. I'm Shilpa, calling to know the claim status. Calling from providence billing office, which is Optum Medical Care PC. Okay. Um, what's the member's name? Yeah. Member's name is Wayne Grinthal. Okay. Give me one second. You said it was Ronnie? W-A-Y-N-E. Wayne? And then what was the last name? G-R-I-N-T-H-A-L. Do inform this call has been recorded. Okay. Did you say D as in dog or B as in victor? Uh-huh. G as in girl, R as in Romeo, I as in India, N as in Nancy, T as in Tango, H as in hotel, A as in apple, L as in lake. Okay. Thank you. And then what's the member's date of birth? July 25, 1962. Okay. And then I just want to make sure that I spelled that last name right. It was G-R-I-N-T-H-A-L? Yes. And then first name was W-A-Y-N-E? Yes. And then date of birth July 25th of 1962? Yes. Okay. Okay. Um, are they the policyholder or are they a dependent, 'cause I'm not finding them? Uh, you can check with the member ID, policy ID. So the only way I would be able to check is with their first and last name, date of birth. Um, what agency do they work for? Uh, actually, uh, it's medical claim for the specialty of, uh, cardiology. 'Cause, um, for me to find out if they have coverage, I'll have to open their file and with that last name that you're giving me, I'm not seeing it. G-R-I-N-T-H-A-L. This the one you kept? Yeah, that's, that's the one I have too. G-R-I-N-T-H-A-L. Yeah, I'm not, um, I'm not seeing that number. Yeah. But actually in the insurance card also the same name is there. Same first and last name? Yeah. First name and last name same. Oh, in this, uh, can I see the group name or the group number? Yeah. What's the name? Yeah. Group name Cleaver Davises. You got it? One second. No. Mm-mm. But I'm have the same name, right, uh, for the American Plan Administrator. Yeah. I'm not seeing that number by the name of Wayne Grinthal. Yeah. I'm not seeing that file. What staff and agency are they with? Uh, IPM Mignacare. I'm sorry. Can you repeat that? Uh, IPM Mignacare. So that's not one of the agencies that we administrate. Um, are you sure that's the name? Yeah. It is IPM Mignacare American Plan Administrator, it is showing here. Yes. But for me to find out if the member has coverage or not, I would need to open their file up and I'm not finding them with that first and last name that you're giving me. Uh... Okay. Can you- Um. ... spell your name for me? Um, is it for, for what coverage is it for, like? Uh, I just called for the claim status, PPO.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hello. I'm Shilpa, calling to know the claim status. Calling from providence billing office, which is Optum Medical Care PC.

Speaker speaker_0: Okay. Um, what's the member's name?

Speaker speaker_1: Yeah. Member's name is Wayne Grinthal.

Speaker speaker_0: Okay. Give me one second. You said it was Ronnie?

Speaker speaker_1: W-A-Y-N-E.

Speaker speaker_0: Wayne? And then what was the last name?

Speaker speaker_1: G-R-I-N-T-H-A-L. Do inform this call has been recorded.

Speaker speaker_0: Okay. Did you say D as in dog or B as in victor?

Speaker speaker_1: Uh-huh. G as in girl, R as in Romeo, I as in India, N as in Nancy, T as in Tango, H as in hotel, A as in apple, L as in lake.

Speaker speaker_0: Okay. Thank you. And then what's the member's date of birth?

Speaker speaker_1: July 25, 1962.

Speaker speaker_0: Okay. And then I just want to make sure that I spelled that last name right. It was G-R-I-N-T-H-A-L?

Speaker speaker_1: Yes.

Speaker speaker_0: And then first name was W-A-Y-N-E?

Speaker speaker_1: Yes.

Speaker speaker_0: And then date of birth July 25th of 1962?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Okay. Um, are they the policyholder or are they a dependent, 'cause I'm not finding them?

Speaker speaker_1: Uh, you can check with the member ID, policy ID.

Speaker speaker_0: So the only way I would be able to check is with their first and last name, date of birth. Um, what agency do they work for?

Speaker speaker_1: Uh, actually, uh, it's medical claim for the specialty of, uh, cardiology.

Speaker speaker_0: 'Cause, um, for me to find out if they have coverage, I'll have to open their file and with that last name that you're giving me, I'm not seeing it.

Speaker speaker_1: G-R-I-N-T-H-A-L. This the one you kept?

Speaker speaker_0: Yeah, that's, that's the one I have too. G-R-I-N-T-H-A-L. Yeah, I'm not, um, I'm not seeing that number.

Speaker speaker_1: Yeah. But actually in the insurance card also the same name is there.

Speaker speaker_0: Same first and last name?

Speaker speaker_1: Yeah. First name and last name same. Oh, in this, uh, can I see the group name or the group number?

Speaker speaker_0: Yeah. What's the name?

Speaker speaker_1: Yeah. Group name Cleaver Davises. You got it?

Speaker speaker_0: One second. No. Mm-mm.

Speaker speaker_1: But I'm have the same name, right, uh, for the American Plan Administrator.

Speaker speaker_0: Yeah. I'm not seeing that number by the name of Wayne Grinthal. Yeah. I'm not seeing that file. What staff and agency are they with?

Speaker speaker_1: Uh, IPM Mignacare.

Speaker speaker_0: I'm sorry. Can you repeat that?

Speaker speaker_1: Uh, IPM Mignacare.

Speaker speaker_0: So that's not one of the agencies that we administrate. Um, are you sure that's the name?

Speaker speaker_1: Yeah. It is IPM Mignacare American Plan Administrator, it is showing here.

Speaker speaker_0: Yes. But for me to find out if the member has coverage or not, I would need to open their file up and I'm not finding them with that first and last name that you're giving me.

Speaker speaker_1: Uh... Okay. Can you-

Speaker speaker_0: Um.

Speaker speaker_1: ... spell your name for me?

Speaker speaker_0: Um, is it for, for what coverage is it for, like?

Speaker speaker_1: Uh, I just called for the claim status, PPO.