

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 Sophie Carta and I'm at Premier Medical Group. And I'm trying to get authorization on an insurance plan for a patient so I can check them in to be seen by a doctor. What do you need from me to get that approval? 'Cause I have her card in hand. Wait, I'm sorry. What are you trying to do, then? 'Cause, um, I wouldn't be able to do that. I can let you know if she's active or not. But to like make an appointment- That's what I need to know. Okay. No, I'm at the doctor. I'm the doctor. I am trying to- Want to know if they're covered or not? ... find her card. Yeah. Okay. What's their first and last name? It is, last name is Ferguson. First name is, I'm sorry, what's their first name? Tiandra. Tiandra. Is it F-E-R-G-U-S-O-N? Uh, Foxtrot, Echo, Romeo, Golf, Echo, Romeo, uh, I forgot what S is. S is- San? Tang. Sure. Mm-hmm. Uh. O-N? Okay. Okay, thank you. Mm-hmm. That was the last name, right? Yeah. And then, first name's Taandra? Tiandra. T-A- Is it, um, 1997? The- the 20- Yeah. 22nd of November, 1997? Okay, thank you. Uh, December. December. Mm-hmm. And what's the visit for? She's got a doctor's appointment today. So, she has- The preventive plan- ... the plan that she has only covers like, a physical, some vaccinations, some STD and- Yeah, for the new patient. S- so, and it does require her to stay within the network. So it's on- the plan that she has at the moment is only for preventative services. It won't cover any doctor visits if sick, hospital visits if injured, urgent care, emergency room, nor surgeries. So, it won't cover this doctor's appointment? No. So if it's not like- So this is just a new patient? So, the first thing she has to find out is if she's within the network, 'cause the plan that she has- Okay. ... requires her to stay within the network, so she would have to contact- Do you know if she- ... um, a contact... Mm-hmm. ... is in the network here with this insurance card? Okay, all right. I'll let her know. Okay. And then I think there- What is the website where she can find a doctor? Is it the... there's 20 million- I- ... websites on here. Which one is the one? It's the multicare.com that would allow her to find, um, a physician within her network? Yes, and then I also have the phone number- Okay. ... that she can contact. Is it the 1-800-884-6993? So it's actually 457-1403. Okay. Mm-hmm. All right, I will let her know. Thank you. So she has to be within network and it's only for preventative services, okay? Okay, perfect. Thank you. You're welcome. Have a nice day. Great. 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 Sophie Carta and I'm at Premier Medical Group. And I'm trying to get authorization on an insurance plan for a patient so I can check them in to be seen by a doctor. What do you need from me to get that approval? 'Cause I have her card in hand.

Speaker speaker_0: Wait, I'm sorry. What are you trying to do, then? 'Cause, um, I wouldn't be able to do that. I can let you know if she's active or not. But to like make an appointment-

Speaker speaker_1: That's what I need to know.

Speaker speaker_0: Okay.

Speaker speaker_1: No, I'm at the doctor. I'm the doctor. I am trying to-

Speaker speaker_0: Want to know if they're covered or not?

Speaker speaker_1: ... find her card. Yeah.

Speaker speaker_0: Okay. What's their first and last name?

Speaker speaker_1: It is, last name is Ferguson. First name is, I'm sorry, what's their first name?

Speaker speaker_2: Tiandra.

Speaker speaker_1: Tiandra.

Speaker speaker_0: Is it F-E-R-G-U-S-O-N?

Speaker speaker_1: Uh, Foxtrot, Echo, Romeo, Golf, Echo, Romeo, uh, I forgot what S is. S is-

Speaker speaker_0: San?

Speaker speaker_1: Tang.

Speaker speaker_0: Sure. Mm-hmm.

Speaker speaker_1: Uh.

Speaker speaker_0: O-N?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: That was the last name, right?

Speaker speaker_1: Yeah.

Speaker speaker_0: And then, first name's Taandra?

Speaker speaker_1: Tiandra. T-A-

Speaker speaker_0: Is it, um, 1997? The- the 20-

Speaker speaker_1: Yeah.

Speaker speaker_0: 22nd of November, 1997? Okay, thank you.

Speaker speaker_1: Uh, December. December.

Speaker speaker_0: Mm-hmm. And what's the visit for?

Speaker speaker_1: She's got a doctor's appointment today.

Speaker speaker_0: So, she has-

Speaker speaker_1: The preventive plan-

Speaker speaker_0: ... the plan that she has only covers like, a physical, some vaccinations, some STD and-

Speaker speaker_1: Yeah, for the new patient.

Speaker speaker_0: S- so, and it does require her to stay within the network. So it's on- the plan that she has at the moment is only for preventative services. It won't cover any doctor visits if sick, hospital visits if injured, urgent care, emergency room, nor surgeries.

Speaker speaker_1: So, it won't cover this doctor's appointment?

Speaker speaker_0: No. So if it's not like-

Speaker speaker_1: So this is just a new patient?

Speaker speaker_0: So, the first thing she has to find out is if she's within the network, 'cause the plan that she has-

Speaker speaker_1: Okay.

Speaker speaker_0: ... requires her to stay within the network, so she would have to contact-

Speaker speaker_2: Do you know if she-

Speaker speaker_0: ... um, a contact... Mm-hmm.

Speaker speaker_2: ... is in the network here with this insurance card?

Speaker speaker_1: Okay, all right. I'll let her know.

Speaker speaker_0: Okay. And then

Speaker speaker_3: I think there-

Speaker speaker_1: What is the website where she can find a doctor? Is it the... there's 20 million-

Speaker speaker_0: I-

Speaker speaker_1: ... websites on here. Which one is the one? It's the multicare.com that would allow her to find, um, a physician within her network?

Speaker speaker_0: Yes, and then I also have the phone number-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that she can contact.

Speaker speaker_1: Is it the 1-800-884-6993?

Speaker speaker_0: So it's actually 457-1403.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: All right, I will let her know. Thank you.

Speaker speaker_0: So she has to be within network and it's only for preventative services, okay?

Speaker speaker_1: Okay, perfect. Thank you.

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

Speaker speaker_1: Great. Bye.