

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? Hi, there. Uh, I just got off the phone with my doctor, and we want to confirm that they're, uh, if, if eligible for the MultiPlan. I have their number, the NPI number to check, and their name. Okay. Um, so you want to know if their plan covers the service? Correct. Okay. What's the name of the patient? Uh, Nathan, N-A-T-H-A-N, Grotticelli, G-R-O-T-I-C-E-L-L-I. Okay. You're the patient, right? Or are you the doctor's office? Yes, yes, I'm the patient. Okay. And then, um, could you please provide me your last four of your Social? 5331. And then the name of the staffing agency that you're with? Creative Circle. For security purposes, can you verify your date of birth and your address? 4/29/94, um, and 3700 South Plaza Drive, Apartment H104, Santa Ana, California 92704. Is 201-270-779 your phone number? No, 201-270-7729. Okay, and then I have Nathan your last name at gmail.com. Is that up to date? Yes, yes. Okay. So, um, with the plan that you have, you're not required to stay within the network. You could use- So, they, they call- um... They asked me to call you specifically and check their NPI number/the doctor. So, who you actually have to contact is MultiPlan, 'cause they would be the ones to provide you the list of the doctors that take that insurance. 'Cause you could be within... out of the network. Well, the thing is, like, the thing is, though, I've already seen them, and I'm gonna pay out of pocket if you guys don't cover it. Um, so, so if there's a number I can call for MultiPlan to check this today, that'd be great. If not, I'm gonna- Yes. ... pay out of pocket. So, and then I was going to tell you that for this week, um... When is the visit for? Uh, I've had two visits in the past two weeks. Do you remember the date? I could... Uh, the 13th was one of them, I believe. Mm-hmm. Um, the other one I, I don't know. Because I was going to tell you that with the type that insurance that you have, which is the insurance plan Basic, you're not required to stay within the network. As long as they take the insurance, you should be covered. But I was gonna tell you that for the date, uh, it's really important for me to know the dates because you have two weeks that you- we haven't received deductions. Okay. Which means for those two weeks, you don't have active coverage. What weeks are those? From the week of the 13 up until the 19, and the- and this week. So for these two weeks, we haven't received a deduction so you don't have active coverage for these two weeks. Okay. Well, my parties- So last week- ... will- ... and for this week. Will my parties will include the deduction when they are approved this week and for last week? Um, yeah. I'm sorry. You were breaking up. What's- Can you repeat that? I said my- So my timesheets, when they're approved, will include the deductions for the health insurance. Include the deductions. Um, so I'm not sure 'cause I can really only see what I'm looking at right now. So I wouldn't be able to tell you where to go to see those deductions. So, so what's gonna... Yeah, that's fine. What's gonna happen then, the beach- the doctor said she'll also follow up with you on Monday. She's

gonna call from the doctor's office herself. Um, they just wanted me to call you first and give you a heads-up, okay? Well, that's fine, but I just want you to know that we do ask of when the day of the service is. So if they call- Yes. ... and that date is in the red- Actually, they'll have, they'll have that date. We'll, yeah, we'll have the dates, and they should be in the green. Okay, um, because for now I do have to tell you that for those two weeks, you don't have active coverage, okay? So as long as when they call, that is in the green, um, they'll be notified that you do have active coverage. And most likely, they'll be transferring to the carrier to verify that particular service would be covered or not who, because who tells you that is the carrier. Um, we just see if you are active or not in the system. That's why I just wanted to give you a heads-up that right now, you are in the red for those two weeks, which is last week and this week. Cool. Okay? And then you're already active for next week. It looks like you already have active coverage for the week of the 27th up until the 2nd of February. But for these last... So the week of the 13 up until the 19, meaning last week and this week, it's in the red. Okay. So let me get these approved, it'll be deducted, and then they will call you on Monday. Um, and then yes, I think the appointments are prior to these last two weeks, but just whatever dates they said, please just submit them in and see if they work. Okay, 'cause I can't really do anything right now. There's no way I can turn that green. Um, 'cause once we receive the deduction- Okay. They're gonna, they're gonna, they're... Yeah, they're gonna call. So I'm gonna call them back, I'll tell them to wait to submit until next week, uh, early next week. And then they're gonna submit that and call you as well. Uh, does that sound like a plan? Okay. Well, I'll put that in the notes. Um, but- Thank you. But I don't know if you want to call on Monday, maybe in the afternoon, to see if we have received that deduction just so that you're sure that that is, that week, those two weeks, are covered. Okay. Okay? Just in case, just in case they're not. Um... Cool. But hopefully they are. Um, but I would do that if I was you. I would call them probably Monday just to see if we- that deduction has been received for that week, for those weeks that you have in the red. 'Cause like I said, you are in the green for the week of the 27th up until the 2nd. So the first week, um, the last week of this month, you, you have active coverage where f- for the week of the 13th till the 19th and the week of the 20th till the 26th, you are in the red. So I would just call also. If I was you, I would call us in the afternoon 'cause normally we get it in the afternoon to see if that deduction will be- Cool. Awesome. Okay? And then I was gonna ask you, did you want me to transfer you to the MultiPlan network? No. No? Okay. Okay. Thank you so much. You're welcome. Have a nice day. You too. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi, there. Uh, I just got off the phone with my doctor, and we want to confirm that they're, uh, if, if eligible for the MultiPlan. I have their number, the NPI number to check, and their name.

Speaker speaker_1: Okay. Um, so you want to know if their plan covers the service?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. What's the name of the patient?

Speaker speaker_2: Uh, Nathan, N-A-T-H-A-N, Grotticelli, G-R-O-T-T-I-C-E-L-L-I.

Speaker speaker_1: Okay. You're the patient, right? Or are you the doctor's office?

Speaker speaker_2: Yes, yes, I'm the patient.

Speaker speaker_1: Okay. And then, um, could you pl- please provide me your last four of your Social?

Speaker speaker_2: 5331.

Speaker speaker_1: And then the name of the staffing agency that you're with?

Speaker speaker_2: Creative Circle.

Speaker speaker_1: For security purposes, can you verify your date of birth and your address?

Speaker speaker_2: 4/29/'94, um, and 3700 South Plaza Drive, Apartment H104, Santa Ana, California 92704.

Speaker speaker_1: Is 201-270-779 your phone number?

Speaker speaker_2: No, 201-270-7729.

Speaker speaker_1: Okay, and then I have Nathan your last name at gmail.com. Is that up to date?

Speaker speaker_2: Yes, yes.

Speaker speaker_1: Okay. So, um, with the plan that you have, you're not required to stay within the network. You could use-

Speaker speaker_2: So, they, they call-

Speaker speaker_1: um...

Speaker speaker_2: They asked me to call you specifically and check their NPI number/the doctor.

Speaker speaker_1: So, who you actually have to contact is MultiPlan, 'cause they would be the ones to provide you the list of the doctors that take that insurance. 'Cause you could be within... out of the network.

Speaker speaker_2: Well, the thing is, like, the thing is, though, I've already seen them, and I'm gonna pay out of pocket if you guys don't cover it. Um, so, so if there's a number I can call for MultiPlan to check this today, that'd be great. If not, I'm gonna-

Speaker speaker_1: Yes.

Speaker speaker_2: ... pay out of pocket.

Speaker speaker_1: So, and then I was going to tell you that for this week, um... When is the visit for?

Speaker speaker_2: Uh, I've had two visits in the past two weeks.

Speaker speaker_1: Do you remember the date?

Speaker speaker_2: I could... Uh, the 13th was one of them, I believe.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um, the other one I, I don't know.

Speaker speaker_1: Because I was going to tell you that with the type that insurance that you have, which is the insurance plan Basic, you're not required to stay within the network. As long as they take the insurance, you should be covered. But I was gonna tell you that for the date, uh, it's really important for me to know the dates because you have two weeks that you- we haven't received deductions.

Speaker speaker_2: Okay.

Speaker speaker_1: Which means for those two weeks, you don't have active coverage.

Speaker speaker_2: What weeks are those?

Speaker speaker_1: From the week of the 13 up until the 19, and the- and this week. So for these two weeks, we haven't received a deduction so you don't have active coverage for these two weeks.

Speaker speaker_2: Okay. Well, my parties-

Speaker speaker_1: So last week-

Speaker speaker_2: ... will-

Speaker speaker_1: ... and for this week.

Speaker speaker_2: Will my parties will include the deduction when they are approved this week and for last week? Um, yeah.

Speaker speaker_1: I'm sorry. You were breaking up.

Speaker speaker_2: What's-

Speaker speaker_1: Can you repeat that?

Speaker speaker_2: I said my- So my timesheets, when they're approved, will include the deductions for the health insurance.

Speaker speaker_1: Include the deductions. Um, so I'm not sure 'cause I can really only see what I'm looking at right now. So I wouldn't be able to tell you where to go to see those deductions.

Speaker speaker_2: So, so what's gonna... Yeah, that's fine. What's gonna happen then, the beach- the doctor said she'll also follow up with you on Monday. She's gonna call from the doctor's office herself. Um, they just wanted me to call you first and give you a heads-up, okay?

Speaker speaker_1: Well, that's fine, but I just want you to know that we do ask of when the day of the service is. So if they call-

Speaker speaker_2: Yes.

Speaker speaker_1: ... and that date is in the red-

Speaker speaker_2: Actually, they'll have, they'll have that date. We'll, yeah, we'll have the dates, and they should be in the green.

Speaker speaker_1: Okay, um, because for now I do have to tell you that for those two weeks, you don't have active coverage, okay? So as long as when they call, that is in the green, um, they'll be notified that you do have active coverage. And most likely, they'll be transferring to the carrier to verify that particular service would be covered or not who, because who tells you that is the carrier. Um, we just see if you are active or not in the system. That's why I just wanted to give you a heads-up that right now, you are in the red for those two weeks, which is last week and this week.

Speaker speaker_2: Cool.

Speaker speaker_1: Okay? And then you're already active for next week. It looks like you already have active coverage for the week of the 27th up until the 2nd of February. But for these last... So the week of the 13 up until the 19, meaning last week and this week, it's in the red.

Speaker speaker_2: Okay. So let me get these approved, it'll be deducted, and then they will call you on Monday. Um, and then yes, I think the appointments are prior to these last two weeks, but just whatever dates they said, please just submit them in and see if they work.

Speaker speaker_1: Okay, 'cause I can't really do anything right now. There's no way I can turn that green. Um, 'cause once we receive the deduction-

Speaker speaker_2: Okay. They're gonna, they're gonna, they're... Yeah, they're gonna call. So I'm gonna call them back, I'll tell them to wait to submit until next week, uh, early next week. And then they're gonna submit that and call you as well. Uh, does that sound like a plan?

Speaker speaker_1: Okay. Well, I'll put that in the notes. Um, but-

Speaker speaker_2: Thank you.

Speaker speaker_1: But I don't know if you want to call on Monday, maybe in the afternoon, to see if we have received that deduction just so that you're sure that that is, that week, those two weeks, are covered.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay? Just in case, just in case they're not. Um...

Speaker speaker_2: Cool.

Speaker speaker_1: But hopefully they are. Um, but I would do that if I was you. I would call them probably Monday just to see if we- that deduction has been received for that week, for those weeks that you have in the red. 'Cause like I said, you are in the green for the week of the 27th up until the 2nd. So the first week, um, the last week of this month, you, you have active coverage where f- for the week of the 13th till the 19th and the week of the 20th till the 26th, you are in the red. So I would just call also. If I was you, I would call us in the afternoon 'cause normally we get it in the afternoon to see if that deduction will be-

Speaker speaker_2: Cool. Awesome.

Speaker speaker_1: Okay? And then I was gonna ask you, did you want me to transfer you to the MultiPlan network?

Speaker speaker_2: No.

Speaker speaker_1: No? Okay.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_2: You too. Bye.