

## **Transcript: Justin**

**Mills-5837364600455168-6548629203402752**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Ah. Whew, hot cold, hot cold, hot cold. Hi, this is Justin. How can I help you today? You sound like the guy I just spoke to. This is Lori at Novant Health, uh, Wildbird Family Medicine. Mm-hmm. I just called regarding a patient to verify, um, for benefits. I'm not sure if it was you. You want me to give you the patient's name? Uh... Yeah, what's the patient's name? But I don't believe I spoke with you. Okay, you sound just like him though. Um, her last name is Woods, W-O-O-D-S. First name I'm going to spell, R-U-K-A-Y-A. And confirm her date of birth? Um, it is 12/25/'70. Okay. And he confirmed the benefits and gave me all the info, but I have one question. Yeah, what was that question? Okay. I want to make sure because my system is kicking back, like I put in the system verified by phone, but it's- Mm-hmm. ... saying that this insurance is out of network. So, can, can you tell me if Novant is, you know, on her list of where she can come? Um, let's see. Because I don't want her to be, you know, any surprises for her. Totally understand. Um, now us benefits and her card, I actually, we wouldn't have that kind of information, but I do have a telephone number to where she would provide them with her ZIP code. Uh, she, they can provide that information. All right. Is it the 800-256-8606? Um, that's the insurance carrier. Um, this one's a different number. Okay, what you got? Uh, 800-... Okay. It's called MultiPlan. And their telephone number is 800-457-1403. Mm-hmm. Mm-hmm. Okay, thank you. I appreciate it. You're welcome. You have a great day, okay? You too. Thank you. Bye-bye. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Ah. Whew, hot cold, hot cold, hot cold.

Speaker speaker\_2: Hi, this is Justin. How can I help you today?

Speaker speaker\_1: You sound like the guy I just spoke to. This is Lori at Novant Health, uh, Wildbird Family Medicine.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: I just called regarding a patient to verify, um, for benefits. I'm not sure if it was you. You want me to give you the patient's name?

Speaker speaker\_2: Uh... Yeah, what's the patient's name? But I don't believe I spoke with you.

Speaker speaker\_1: Okay, you sound just like him though. Um, her last name is Woods, W-O-O-D-S. First name I'm going to spell, R-U-K-A-Y-A.

Speaker speaker\_2: And confirm her date of birth?

Speaker speaker\_1: Um, it is 12/25/'70.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And he confirmed the benefits and gave me all the info, but I have one question.

Speaker speaker\_2: Yeah, what was that question?

Speaker speaker\_1: Okay. I want to make sure because my system is kicking back, like I put in the system verified by phone, but it's-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... saying that this insurance is out of network. So, can, can you tell me if Novant is, you know, on her list of where she can come?

Speaker speaker\_2: Um, let's see.

Speaker speaker\_1: Because I don't want her to be, you know, any surprises for her.

Speaker speaker\_2: Totally understand. Um, now us benefits and her card, I actually, we wouldn't have that kind of information, but I do have a telephone number to where she would provide them with her ZIP code. Uh, she, they can provide that information.

Speaker speaker\_1: All right. Is it the 800-256-8606?

Speaker speaker\_2: Um, that's the insurance carrier. Um, this one's a different number.

Speaker speaker\_1: Okay, what you got?

Speaker speaker\_2: Uh, 800-...

Speaker speaker\_1: Okay.

Speaker speaker\_2: It's called MultiPlan. And their telephone number is 800-457-1403.

Speaker speaker\_1: Mm-hmm. Mm-hmm. Okay, thank you. I appreciate it.

Speaker speaker\_2: You're welcome. You have a great day, okay?

Speaker speaker\_1: You too. Thank you. Bye-bye.

Speaker speaker\_2: Bye-bye. Bye.