

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, Malcolm. Um, my name is Karina. I'm calling from St. Kevin's. How are you today? I'm doing good. How about you? I'm good. I have a patient who possibly has insurance with you guys, he says. I was wondering if I can check for eligibility or a policy number. What staffing company they work for? I'm sorry? What staffing company do they work for? They work for... Let me see. Let's close this. Let me look that up. I do apologize. Should have that ready. No, you're fine. Let's see. I have Surge Staffing. What's the last four of their social? Um... He doesn't look like he has one on file with us. Oh, 4654. First name? First name is... I believe it's Jose Salvador. Is his first name Salvador or last name? Uh, last name would be Rojas. First name is Jose. He said it's Jose Salvador, but I guess he maybe just goes by Jose. So we got a Salvador Rojas... Rojas. Could you verify address and date of birth for me? Um, address is 4847 White Oak Avenue, East Chicago, Indiana, 46312. Date of birth is March 1st, 1977. Thank you. So yeah, it looks like he has active coverage. Okay. And do you have a policy number? Give me one moment. I'ma have to pull it up. Okay, thank you. You mind if I put you on a brief hold while I get that information? Not at all. Go ahead. Thank you. Are you there, ma'am? I'm here. Okay. So what information would you need? Um, a policy number and the payer. The payer ID? Um, sure. So I have the member ID. Whenever you're ready. Ready. So it's D as in dog, 47-68-6034. Okay. That's the employee ID number. The group number is 9476. Okay. And do you know what... Like, is it through Aetna, UnitedHealthcare, Blue Cross Blue Shield, Anthem? Do you know what underpower- It be 90... It'd be 90 Degree Benefit. 90 Degree Benefit? Mm-hmm. And then I have the payer ID whenever you're ready. Okay, go ahead. It says EBI payer ID, and it says the number is 64556. ... 556. And he is a f- um, when is, is his effective date? 8-6-24. Okay. And that's 90, 90 Degree Benefit. Okay. Um, and what is the PO box for claims? PO Box 21704. 21704. Okay. And that's to who? What's the state and city? Eagan, Minnesota, 55121. 55121. You say Meagan as in M-E-A-G-N, G-A-N? Eagan. E, E as an echo, Eagan, E-A-G-A-N. And that's Minnesota. Mm-hmm. Okay. All right. I believe that's all I need. If not, I will give you guys a call back done. Thank you so much for your time, Malcolm. I appreciate it. No problem. You have a great rest of your week. Thanks for calling Benefits in the Car. You do the same. Thank you. Bye-bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, Malcolm. Um, my name is Karina. I'm calling from St. Kevin's. How are you today?

Speaker speaker_0: I'm doing good. How about you?

Speaker speaker_1: I'm good. I have a patient who possibly has insurance with you guys, he says. I was wondering if I can check for eligibility or a policy number.

Speaker speaker_0: What staffing company they work for?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: What staffing company do they work for?

Speaker speaker_1: They work for... Let me see.

Speaker speaker_0: Let's close this.

Speaker speaker_1: Let me look that up. I do apologize. Should have that ready.

Speaker speaker_0: No, you're fine.

Speaker speaker_1: Let's see. I have Surge Staffing.

Speaker speaker_0: What's the last four of their social?

Speaker speaker_1: Um... He doesn't look like he has one on file with us. Oh, 4654.

Speaker speaker_0: First name?

Speaker speaker_1: First name is... I believe it's Jose Salvador.

Speaker speaker_0: Is his first name Salvador or last name?

Speaker speaker_1: Uh, last name would be Rojas. First name is Jose. He said it's Jose Salvador, but I guess he maybe just goes by Jose.

Speaker speaker_0: So we got a Salvador Rojas... Rojas. Could you verify address and date of birth for me?

Speaker speaker_1: Um, address is 4847 White Oak Avenue, East Chicago, Indiana, 46312. Date of birth is March 1st, 1977.

Speaker speaker_0: Thank you. So yeah, it looks like he has active coverage.

Speaker speaker_1: Okay. And do you have a policy number?

Speaker speaker_0: Give me one moment. I'ma have to pull it up.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You mind if I put you on a brief hold while I get that information?

Speaker speaker_1: Not at all. Go ahead.

Speaker speaker_0: Thank you. Are you there, ma'am?

Speaker speaker_1: I'm here.

Speaker speaker_0: Okay. So what information would you need?

Speaker speaker_1: Um, a policy number and the payer.

Speaker speaker_0: The payer ID?

Speaker speaker_1: Um, sure.

Speaker speaker_0: So I have the member ID. Whenever you're ready.

Speaker speaker_1: Ready.

Speaker speaker_0: So it's D as in dog, 47-68-6034.

Speaker speaker_1: Okay.

Speaker speaker_0: That's the employee ID number. The group number is 9476.

Speaker speaker_1: Okay. And do you know what... Like, is it through Aetna, UnitedHealthcare, Blue Cross Blue Shield, Anthem? Do you know what underpower-

Speaker speaker_0: It be 90... It'd be 90 Degree Benefit.

Speaker speaker_1: 90 Degree Benefit?

Speaker speaker_0: Mm-hmm. And then I have the payer ID whenever you're ready.

Speaker speaker_1: Okay, go ahead.

Speaker speaker_0: It says EBI payer ID, and it says the number is 64556.

Speaker speaker_1: ... 556. And he is a f- um, when is, is his effective date?

Speaker speaker_0: 8-6-24.

Speaker speaker_1: Okay. And that's 90, 90 Degree Benefit. Okay. Um, and what is the PO box for claims?

Speaker speaker_0: PO Box 21704.

Speaker speaker_1: 21704. Okay. And that's to who? What's the state and city?

Speaker speaker_0: Eagan, Minnesota, 55121.

Speaker speaker_1: 55121. You say Meagan as in M-E-A-G-N, G-A-N?

Speaker speaker_0: Eagan. E, E as an echo, Eagan, E-A-G-A-N.

Speaker speaker_1: And that's Minnesota.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. All right. I believe that's all I need. If not, I will give you guys a call back done. Thank you so much for your time, Malcolm. I appreciate it.

Speaker speaker_0: No problem. You have a great rest of your week. Thanks for calling Benefits in the Car.

Speaker speaker_1: You do the same. Thank you. Bye-bye.

Speaker speaker_0: Thank you. Bye.