

Transcript: Malcolm

Nash-5073478044925952-5345051846950912

Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Good morning, this is Martin with Novant Health. I was calling to verify coverage for a member. Did you say your name was Malcolm? Yes, sir. What's the name of the member? The name of the member is Tony Maynard. How do you spell that? Uh, T-O-N-Y and then M as in Mary, A-Y-N-A-R-D. For security purposes, can you verify address and date of birth for me? Yes. Address is 15 Woodgreen Drive, Thomasville, North Carolina 27360 and then date of birth is 10/07/69. Thank you. So it looks like they still have active coverage. Active coverage. And then can I just verify the patient? He didn't have his card. Can I have his group number and then if he has any copays for primary specialty or urgent care? Uh, let me see. I'll have to look up his, uh, card information. May I, might put you on a brief hold. That's okay. Thank you. Thank you. Are you there, sir? Yes. All right, so you said you needed a group number? Yes. So what I have, it says, I see group insured employee name, coverage, policy certification number. I assume you need the policy certification number? I don't see a group number. If you don't see a group number, there may not be one for the plan. So that's okay. Do you see any copays at all for primary specialty or urgent care visits for this plan? Uh, so what I can do, I can... Is he with you right now? No. Okay. Uh, I was going to say I could email him the card and he can give it to you. Um- His appointment was already completed. Okay. So I know that these are limited benefits plans. There typically aren't any copays because the way that it works is the doctor and the member sends the claim to the insurance carrier and the carrier pays the claim, pays towards the claim up to a set dollar amount and depending on the services- Okay. ... covers the remainder of the claim would be the member's responsibility. Okay. All right. That's all I needed. Do you get call reference numbers? Uh, it'd just be my name and today's date. Okay. All right. I hope you have a great rest of your day. You too, man. Thank you. Thank you. All right. Bye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker_1: Good morning, this is Martin with Novant Health. I was calling to verify coverage for a member. Did you say your name was Malcolm?

Speaker speaker_0: Yes, sir. What's the name of the member?

Speaker speaker_1: The name of the member is Tony Maynard.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: Uh, T-O-N-Y and then M as in Mary, A-Y-N-A-R-D.

Speaker speaker_0: For security purposes, can you verify address and date of birth for me?

Speaker speaker_1: Yes. Address is 15 Woodgreen Drive, Thomasville, North Carolina 27360 and then date of birth is 10/07/69.

Speaker speaker_0: Thank you. So it looks like they still have active coverage.

Speaker speaker_1: Active coverage. And then can I just verify the patient? He didn't have his card. Can I have his group number and then if he has any copays for primary specialty or urgent care?

Speaker speaker_0: Uh, let me see. I'll have to look up his, uh, card information. May I, might put you on a brief hold.

Speaker speaker_1: That's okay. Thank you.

Speaker speaker_0: Thank you. Are you there, sir?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, so you said you needed a group number?

Speaker speaker_1: Yes.

Speaker speaker_0: So what I have, it says, I see group insured employee name, coverage, policy certification number. I assume you need the policy certification number? I don't see a group number.

Speaker speaker_1: If you don't see a group number, there may not be one for the plan. So that's okay. Do you see any copays at all for primary specialty or urgent care visits for this plan?

Speaker speaker_0: Uh, so what I can do, I can... Is he with you right now?

Speaker speaker_1: No.

Speaker speaker_0: Okay. Uh, I was going to say I could email him the card and he can give it to you. Um-

Speaker speaker_1: His appointment was already completed.

Speaker speaker_0: Okay. So I know that these are limited benefits plans. There typically aren't any copays because the way that it works is the doctor and the member sends the claim to the insurance carrier and the carrier pays the claim, pays towards the claim up to a set dollar amount and depending on the services-

Speaker speaker_1: Okay.

Speaker speaker_0: ... covers the remainder of the claim would be the member's responsibility.

Speaker speaker_1: Okay. All right. That's all I needed. Do you get call reference numbers?

Speaker speaker_0: Uh, it'd just be my name and today's date.

Speaker speaker_1: Okay. All right. I hope you have a great rest of your day.

Speaker speaker_0: You too, man. Thank you.

Speaker speaker_1: Thank you. All right. Bye.

Speaker speaker_0: Bye.