

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, my name is Sandra and I am calling from the North Carolina Eye, Ear, Nose, and Throat Clinics, and, um, I wanted to see if we would be considered in network for this patient and verify his medical eligibility while I was here. So I wouldn't be able to find out if they're in network because we're in South Carolina. That... they would have to go to multiplan.com and that website will tell them if you guys were in network, but I can verify if they have active coverage or not. All right, so this is a Multiplan? No, no. Multiplan is the network. Multiplan is the network? Yes, ma'am. So they would have to go to multiplan.com and that website will tell them if you guys are in a network. Okay. All right can you d- verify that, that he is covered? Yes. Give me one moment. Let me get that information from you. All right, what's the pati- what's the patient's name? It is Brandon Richardson. How do you spell it? Is Brandon B-R-A-N-D-O-N? Yes. And then Richardson is R-I-C-H-A-R-D-E-N-S-O-N? Yes. You got a last four word of Social? Um, let's see if I do. Hold on, I'm checking. Mm-hmm. Um, I have 2062. Do you... Could you verify address and date of birth for me? I have 511 South 4th Street, Smithfield, North Carolina, 27577 and I have June 29th, 1990. Thank you. Yeah, so it looks like they have active coverage. Okay. But you could not tell me what network this is? It's, it's like a multiplan. So Multiplan is the network. That's the name of the network. You have the- Multiplan Network. I've never... just hadn't heard of that. Is it DHCS? So all of these are, um, limited benefits plans. I'm sorry, could you repeat that? They're all limited benefits plans. They're not major medical- They're limited- They're limited benefit- They're limited benefit plans? Yes, ma'am. None of them are major medical plans. They're not major medical. Okay. But, yeah, they do have active coverage. They, they would have- All right, thank you. ... to go to multiplan.com. They would... that would tell you if you were in network or not. The patient will have to go to multiplan.com, you said? Yes, ma'am. Okay, thank you. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You as well. Thank you. Bye-bye. 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, my name is Sandra and I am calling from the North Carolina Eye, Ear, Nose, and Throat Clinics, and, um, I wanted to see if we would be considered in network for this patient and verify his medical eligibility while I was here.

Speaker speaker_0: So I wouldn't be able to find out if they're in network because we're in South Carolina. That... they would have to go to multiplan.com and that website will tell them if you guys were in network, but I can verify if they have active coverage or not.

Speaker speaker_1: All right, so this is a Multiplan?

Speaker speaker_0: No, no. Multiplan is the network.

Speaker speaker_1: Multiplan is the network?

Speaker speaker_0: Yes, ma'am. So they would have to go to multiplan.com and that website will tell them if you guys are in a network.

Speaker speaker_1: Okay . All right can you d- verify that, that he is covered?

Speaker speaker_0: Yes. Give me one moment. Let me get that information from you. All right, what's the pati- what's the patient's name?

Speaker speaker_1: It is Brandon Richardson.

Speaker speaker_0: How do you spell it? Is Brandon B-R-A-N-D-O-N?

Speaker speaker_1: Yes.

Speaker speaker_0: And then Richardson is R-I-C-H-A-R-D-E-N-S-O-N?

Speaker speaker_1: Yes.

Speaker speaker_0: You got a last four word of Social?

Speaker speaker_1: Um, let's see if I do. Hold on, I'm checking.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, I have 2062.

Speaker speaker_0: Do you... Could you verify address and date of birth for me?

Speaker speaker_1: I have 511 South 4th Street, Smithfield, North Carolina, 27577 and I have June 29th, 1990.

Speaker speaker_0: Thank you. Yeah, so it looks like they have active coverage.

Speaker speaker_1: Okay. But you could not tell me what network this is? It's, it's like a multiplan.

Speaker speaker_0: So Multiplan is the network. That's the name of the network. You have the-

Speaker speaker_1: Multiplan Network. I've never... just hadn't heard of that. Is it DHCS?

Speaker speaker_0: So all of these are, um, limited benefits plans.

Speaker speaker_1: I'm sorry, could you repeat that?

Speaker speaker_0: They're all limited benefits plans. They're not major medical-

Speaker speaker_1: They're limited-

Speaker speaker_0: They're limited benefit-

Speaker speaker_1: They're limited benefit plans?

Speaker speaker_0: Yes, ma'am. None of them are major medical plans.

Speaker speaker_1: They're not major medical. Okay.

Speaker speaker_0: But, yeah, they do have active coverage. They, they would have-

Speaker speaker_1: All right, thank you.

Speaker speaker_0: ... to go to multiplan.com. They would... that would tell you if you were in network or not.

Speaker speaker_1: The patient will have to go to multiplan.com, you said?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay, thank you.

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

Speaker speaker_1: You as well.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Bye.