

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Hi, my name is Mary. I'm calling from Advantage Care Physicians. I was just trying to call to verify patient's eligibility, please. What's the name of the member? It's, uh, Moise R- Romulus. How do you spell that? It's M-O-I-S-E, is the first name. Last name is R-O-M-U-L-U-S. For security purposes, can you verify address and date of birth for me? Uh, date of birth is November 14th, 1979 and the address is 169 Hampton Avenue in Mastic, New York, 11950. Thank you. So it doesn't look like they have active coverage this week. Is it for a past visit? Uh, let me... I think it's... Well, I think I called a couple of weeks ago, but this particular appointment is actually for tomorrow, and last time I spoke to somebody was on March 3rd, which I think was active at that time. Yeah, so as of... so as of this week, it's not active. Okay. Do you know when the, uh, uh, what date it is when it turns, please? So it ha- it hasn't turned. It's just they... their premium wasn't paid to pay for their coverage this week. Okay. So it's not active then for today or tomorrow, basically? No, ma'am. So because the way that it works, they get deductions taken out a week prior to pay- to pay for the following week. So it doesn't look like a deduction was taken last week to pay for this week's coverage. So as of this week, like last week they had coverage, but as of this week, they do not have coverage. Okay. Um, so, um, so basically the insurance is not really termed though, right? You know, I- I'm just trying to figure out what... Okay, so I guess there's... Well, so would it be too late... So if they had any appointments for any time this week, it would be too late, right? Because the payment should have been received last week? So technically she could make... they could call in and make a direct payment to have their coverage more active for this week. Okay. But as of yesterday, their coverage is not active. So because no deduction was taken to pay for it. Okay. So if they wanted to, they can call and make a direct payment, um, I guess, uh, today or tomorrow basically, and if, if that's the... Would it be, like, automatic if the direct payment was received on your end? Yes, ma'am. Okay. Uh, so, all right, I'll just note that down. So, all right, so I guess the patient just has to call. If they wanted to have active coverage, they have to call and make a direct payment. Okay. Do they know what number to call? Do you have that number available or...? It's the number that you called. They should know. They should know- Okay. ... that it's the first one called. They should know. All right. And Malcolm, Malcolm, do you have a reference number, please? It'd just be my name and today's date. Okay, thank you. No problem. Well, anything else I can help you with today? No, that's it. Thanks. No problem. You have a great week. You too. Bye.

Conversation Format

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

Speaker speaker_1: Hi, my name is Mary. I'm calling from Advantage Care Physicians. I was just trying to call to verify patient's eligibility, please.

Speaker speaker_0: What's the name of the member?

Speaker speaker_1: It's, uh, Moise R- Romulus.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: It's M-O-I-S-E, is the first name. Last name is R-O-M-U-L-U-S.

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

Speaker speaker_1: Uh, date of birth is November 14th, 1979 and the address is 169 Hampton Avenue in Mastic, New York, 11950.

Speaker speaker_0: Thank you. So it doesn't look like they have active coverage this week. Is it for a past visit?

Speaker speaker_1: Uh, let me... I think it's... Well, I think I called a couple of weeks ago, but this particular appointment is actually for tomorrow, and last time I spoke to somebody was on March 3rd, which I think was active at that time.

Speaker speaker_0: Yeah, so as of... so as of this week, it's not active.

Speaker speaker_1: Okay. Do you know when the, uh, uh, what date it is when it turns, please?

Speaker speaker_0: So it ha- it hasn't turned. It's just they... their premium wasn't paid to pay for their coverage this week.

Speaker speaker_1: Okay. So it's not active then for today or tomorrow, basically?

Speaker speaker_0: No, ma'am. So because the way that it works, they get deductions taken out a week prior to pay- to pay for the following week. So it doesn't look like a deduction was taken last week to pay for this week's coverage. So as of this week, like last week they had coverage, but as of this week, they do not have coverage.

Speaker speaker_1: Okay. Um, so, um, so basically the insurance is not really termed though, right? You know, I- I'm just trying to figure out what... Okay, so I guess there's... Well, so would it be too late... So if they had any appointments for any time this week, it would be too late, right? Because the payment should have been received last week?

Speaker speaker_0: So technically she could make... they could call in and make a direct payment to have their coverage more active for this week.

Speaker speaker_1: Okay.

Speaker speaker_0: But as of yesterday, their coverage is not active. So because no deduction was taken to pay for it.

Speaker speaker_1: Okay. So if they wanted to, they can call and make a direct payment, um, I guess, uh, today or tomorrow basically, and if, if that's the... Would it be, like, automatic if the direct payment was received on your end?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. Uh, so, all right, I'll just note that down. So, all right, so I guess the patient just has to call.

Speaker speaker_0: If they wanted to have active coverage, they have to call and make a direct payment.

Speaker speaker_1: Okay. Do they know what number to call? Do you have that number available or...?

Speaker speaker_0: It's the number that you called. They should know. They should know-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that it's the first one called.

Speaker speaker_1: They should know. All right. And Malcolm, Malcolm, do you have a reference number, please?

Speaker speaker_0: It'd just be my name and today's date.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem. Well, anything else I can help you with today?

Speaker speaker_1: No, that's it. Thanks.

Speaker speaker_0: No problem. You have a great week.

Speaker speaker_1: You too. Bye.