Transcript: Malcolm Nash-5974216192344064-5095954167676928

Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Hi, Malcolm. My name is Nancy, calling from Piedmont Healthcare. I was calling to get member eligibility for a patient. Okay. What's the name of the member? Um, yes. Member Zai? Z-A-I, Zackery? Z-A-I... Last name? Zack- Zackery. Z-A-C-K-E-R-Y. So the name is Zai Zackery? Uh-huh. Z-A- Z-A-I is the first name. So Z as in- N- Sorry, I don't know why I'm saying Z. J. So sorry. J as in Juliet. A-I. And the last name, Zackery? Uh-huh. Is that Z-A-C-K-E-R-Y, you said? Yes. Yeah, we not, we not having anybody in the system showing up with that name. Can you try the guarantor, the mother and see if- What is the mother name? Alicia. A-L-E-C-I-A. Same last name. A-L-E-C-I-A? Mm-hmm. Last four of the Social? Uh, 6382. Hmm. Okay. Can you verify address and date of birth? Of the mother? Um, the address that, address that was provided to us, 7863 Rock Rose Ln Fairburn, GA 30213. Date of birth for mother, April 2, 1993. Thank you. All right. So it looks like they have, they have active coverage. They have had coverage since February 10th. Of this year? Yes, ma'am. Are you showing the, you showing the minor as well? Za- Zai or something? Say that again? Are you showing the, the baby listed on the plan as well? 'Cause the patient- Yes, ma'am, but- ... is the baby. Yes, ma'am. It doesn't look like a Social was provided. So is, that might be why the issue. Okay. They're having issues looking for them. And then... Oh, no worries. And then is the ID number the 02596142? So I, I wouldn't have... You mean from the card that they gave you? Just for the, the policy number. Uh, I would have to pull up that information. Give me one moment. Do you know, is this for a medical? ER, emergency room. I'm not sure.......................... though 'cause they have two different medical plans. Let's see. Okay. Yeah. 'Cause I do see- Which one? ... a medical ID number listed on here as well. Yes, ma'am. Do you mind, while I'm trying to be brief while I pull up the member's information? No, that's fine. Thank you so much. Thank you. Are you there, ma'am? Yes, sir. All right. What was the policy number you... So I have, on the insurance card itself, I have a policy number and a medical ID number. Which one you want? Give me one moment. Okay. So I see a policy number of 2596142? Yes. I ha- I, that's on the insurance card as well and then there's a medical ID number. Let me see. Yeah. It says policy certification and then I see, uh, medical ID number D412066? Uh, I show D41203568. Let's see. I can't... I'm gonna zoom in. Give me one moment. I'm just opening it up in another program so I can zoom in. Okay. Uh-huh. Yes, it's 68. Okay. And then. And then north- ... for, no, you good. For billing purposes are we gonna send a medical ID number or the policy? So I wouldn't, we don't know anything about, we don't do anything like that here. Um, American Public Health- Oh, okay. Okay. ... is the carrier. So that any claims or anything- Okay. ... like that would go to them. Do you have, do you have their number? 'Cause the number was cut off so that's why I ended up calling Benefits in a Card. I'm so sorry. Yes, ma'am. Whenever you're ready I can give you their phone number. Okay. Yes. What's the

number? It's 1-800- Uh-huh. ... 256- Okay. ... 8606. Okay. But you are- And then- ... showing effective 2/10/25. Yes, ma'am. You wanna- Right? Hmm? Yes, ma'am. You wanna hit option four to speak with the representative for APL. Option four. Okay. And then is there a call reference number for our call, Mr. Malcolm? It'll be my name and today's date. Okay, perfect. Thank you so much for all your help. No problem. Was there anything else I can help you with today? That's it, and you have a good week- weekend. You too, as well. Thank you. Take care. 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: Hi, Malcolm. My name is Nancy, calling from Piedmont Healthcare. I was calling to get member eligibility for a patient.

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

Speaker speaker_1: Um, yes. Member Zai? Z-A-I, Zackery?

Speaker speaker_0: Z-A-I... Last name?

Speaker speaker_1: Zack- Zackery. Z-A-C-K-E-R-Y.

Speaker speaker_0: So the name is Zai Zackery?

Speaker speaker_1: Uh-huh. Z-A- Z-A-I is the first name. So Z as in-

Speaker speaker_0: N-

Speaker speaker_1: Sorry, I don't know why I'm saying Z. J. So sorry. J as in Juliet. A-I.

Speaker speaker_0: And the last name, Zackery?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Is that Z-A-C-K-E-R-Y, you said?

Speaker speaker_1: Yes.

Speaker speaker_0: Yeah, we not, we not having anybody in the system showing up with that name.

Speaker speaker_1: Can you try the guarantor, the mother and see if-

Speaker speaker_0: What is the mother name?

Speaker speaker_1: Alicia. A-L-E-C-I-A. Same last name.

Speaker speaker_0: A-L-E-C-I-A?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Last four of the Social?

Speaker speaker_1: Uh, 6382.

Speaker speaker_0: Hmm. Okay. Can you verify address and date of birth? Of the mother?

Speaker speaker_1: Um, the address that, address that was provided to us, 7863 Rock Rose Ln Fairburn, GA 30213. Date of birth for mother, April 2, 1993.

Speaker speaker_0: Thank you. All right. So it looks like they have, they have active coverage. They have had coverage since February 10th.

Speaker speaker_1: Of this year?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Are you showing the, you showing the minor as well? Za- Zai or something?

Speaker speaker_0: Say that again?

Speaker speaker_1: Are you showing the, the baby listed on the plan as well? 'Cause the patient-

Speaker speaker_0: Yes, ma'am, but-

Speaker speaker_1: ... is the baby.

Speaker speaker_0: Yes, ma'am. It doesn't look like a Social was provided. So is, that might be why the issue.

Speaker speaker_1: Okay.

Speaker speaker_0: They're having issues looking for them.

Speaker speaker_1: And then... Oh, no worries. And then is the ID number the 02596142?

Speaker speaker_0: So I, I wouldn't have... You mean from the card that they gave you?

Speaker speaker_1: Just for the, the policy number.

Speaker speaker_0: Uh, I would have to pull up that information. Give me one moment. Do you know, is this for a medical?

Speaker speaker_1: ER, emergency room.

Speaker speaker_0: I'm not sure.......................... though 'cause they have two different medical plans. Let's see.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: 'Cause I do see-

Speaker speaker_0: Which one?

Speaker speaker_1: ... a medical ID number listed on here as well.

Speaker speaker_0: Yes, ma'am. Do you mind, while I'm trying to be brief while I pull up the member's information?

Speaker speaker_1: No, that's fine. Thank you so much.

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

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. What was the policy number you...

Speaker speaker_1: So I have, on the insurance card itself, I have a policy number and a medical ID number. Which one you want?

Speaker speaker_0: Give me one moment.

Speaker speaker_1: Okay.

Speaker speaker_0: So I see a policy number of 2596142?

Speaker speaker_1: Yes. I ha- I, that's on the insurance card as well and then there's a medical ID number.

Speaker speaker_0: Let me see. Yeah. It says policy certification and then I see, uh, medical ID number D412066?

Speaker speaker_1: Uh, I show D41203568.

Speaker speaker_0: Let's see. I can't... I'm gonna zoom in. Give me one moment. I'm just opening it up in another program so I can zoom in.

Speaker speaker_1: Okay.

Speaker speaker_0: Uh-huh. Yes, it's 68.

Speaker speaker_1: Okay. And then.

Speaker speaker_0: And then north-

Speaker speaker_1: ... for, no, you good. For billing purposes are we gonna send a medical ID number or the policy?

Speaker speaker_0: So I wouldn't, we don't know anything about, we don't do anything like that here. Um, American Public Health-

Speaker speaker_1: Oh, okay. Okay.

Speaker speaker_0: ... is the carrier. So that any claims or anything-

Speaker speaker_1: Okay.

Speaker speaker_0: ... like that would go to them.

Speaker speaker_1: Do you have, do you have their number? 'Cause the number was cut off so that's why I ended up calling Benefits in a Card. I'm so sorry.

Speaker speaker_0: Yes, ma'am. Whenever you're ready I can give you their phone number.

Speaker speaker_1: Okay. Yes. What's the number?

Speaker speaker_0: It's 1-800-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... 256-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 8606.

Speaker speaker_1: Okay. But you are-

Speaker speaker_0: And then-

Speaker speaker_1: ... showing effective 2/10/25.

Speaker speaker_0: Yes, ma'am. You wanna-

Speaker speaker_1: Right? Hmm?

Speaker speaker_0: Yes, ma'am. You wanna hit option four to speak with the representative for APL.

Speaker speaker_1: Option four. Okay. And then is there a call reference number for our call, Mr. Malcolm?

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

Speaker speaker_1: Okay, perfect. Thank you so much for all your help.

Speaker speaker_0: No problem. Was there anything else I can help you with today?

Speaker speaker_1: That's it, and you have a good week- weekend.

Speaker speaker_0: You too, as well. Thank you.

Speaker speaker_1: Take care. Bye-bye.