Transcript: Malcolm Nash-6048263085703168-654006891932160

Full Transcript

... your call may be monitored or recorded for quality assurance purposes. Thank you for calling VSP. To continue, you'll need to provide the member's ID number, the last four digits of their social security number and date of birth or the authorization number. If you don't have this information, just give us a call when you have it. Please enter your office phone number, area code first. Okay, we were able to locate your office. To access information by a member ID, press one, by the last four digits of a soc- Enter the member's ID number followed by the pound sign. Sorry, but a problem was encountered. This call may be monitored or recorded for quality or training purposes. To learn more about your privacy rights please review our online privacy statement. Hi. Thank you for calling. You've reached the answer. May I have your name and your practice's name please? Hey, my name's Malcolm. I'm with Benefits in a Card. I'm calling to verify coverage for a member. Okay. Can I have the first and last name of the provider you're calling for please? So we're- we're not a provider. We're a b- we're a plan administrator for health insurance for staffing companies. A plan administrator? Oh, okay. Oh, for staffing companies? Mm-hmm. And you say you're trying to verify eligibility? No, wanted to verify if they are showing if their coverage is active on our end as showing that their coverage is active. But if it's- Okay. ... being, I have this phone number to call. Mm-hmm. To get- What is the number's name and date of birth please? It is Tracy Willis, and the date of birth is 10/22/1986. Thank you. Let's see. What is the last four of the social? 2785. And you said October 22 '86 was the date of birth? Yes, ma'am. No, nothing's coming up with Tracy Willis and that information. So you're saying, they're showing that- that they're not active on your- on your end? Nothing's coming up with that name. I, yeah, I found a Tracy Wilson but, uh, not with that date of birth. It's just a different one. Okay. That's all I needed. I appreciate you. No problem. Is there anything else or has our resource the reason to your call today? That'd be it. Thank you. Hope you have a great week. Have a good day. Mm-hmm. Thank you.

Conversation Format

Speaker speaker_0: ... your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling VSP. To continue, you'll need to provide the member's ID number, the last four digits of their social security number and date of birth or the authorization number. If you don't have this information, just give us a call when you have it. Please enter your office phone number, area code first. Okay, we were able to locate your office. To access information by a member ID, press one, by the last four digits of a soc- Enter

the member's ID number followed by the pound sign. Sorry, but a problem was encountered. This call may be monitored or recorded for quality or training purposes. To learn more about your privacy rights please review our online privacy statement.

Speaker speaker_2: Hi. Thank you for calling. You've reached the answer. May I have your name and your practice's name please?

Speaker speaker_3: Hey, my name's Malcolm. I'm with Benefits in a Card. I'm calling to verify coverage for a member.

Speaker speaker_2: Okay. Can I have the first and last name of the provider you're calling for please?

Speaker speaker_3: So we're- we're not a provider. We're a b- we're a plan administrator for health insurance for staffing companies.

Speaker speaker_2: A plan administrator? Oh, okay. Oh, for staffing companies?

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: And you say you're trying to verify eligibility?

Speaker speaker_3: No, wanted to verify if they are showing if their coverage is active on our end as showing that their coverage is active. But if it's-

Speaker speaker_2: Okay.

Speaker speaker_3: ... being, I have this phone number to call.

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: To get-

Speaker speaker_2: What is the number's name and date of birth please?

Speaker speaker_3: It is Tracy Willis, and the date of birth is 10/22/1986.

Speaker speaker_2: Thank you. Let's see. What is the last four of the social?

Speaker speaker_3: 2785.

Speaker speaker_2: And you said October 22 '86 was the date of birth?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_2: No, nothing's coming up with Tracy Willis and that information.

Speaker speaker_3: So you're saying, they're showing that- that they're not active on your- on your end?

Speaker speaker_2: Nothing's coming up with that name. I, yeah, I found a Tracy Wilson but, uh, not with that date of birth. It's just a different one.

Speaker speaker_3: Okay. That's all I needed. I appreciate you.

Speaker speaker_2: No problem. Is there anything else or has our resource the reason to your call today?

Speaker speaker_3: That'd be it. Thank you. Hope you have a great week.

Speaker speaker_2: Have a good day. Mm-hmm.

Speaker speaker_3: Thank you.