

Transcript: Malcolm

Nash-6391883380211712-5311716452909056

Full Transcript

Thanks for calling Benefits in a Card, this is Malcolm. How can I help you? Hi, this is Elaine from Willis-Knighton Medical Center. I wanted to verify eligibility and also if I have a claim on file, but I need to make sure I have the right claim address and EDI. The only thing that I- Those are my questions. I have a lot. Only thing that I'll be able to do is tell you is the c- if the member has active coverage or not. I wouldn't be able to verify any claims because we don't do anything with claims here. You want to reach out to the carrier directly- Ah. ... when it comes to claims. Okay. Okay. What's the name of the member? So do I have S, do I have S and S Health insurance? Do I still have that? What are you, are you referring to- Is that who you...? This is Beni- this is Benefits in a Card. We're a plan administrator for health insurance for staffing companies. Oh, okay. And it's called Benefits what? Benefits in a Card. We're not a carrier, we're just a plan administrator. I can tell you if the member has active coverage or not- Okay. ... but I, that's the, that's about the most I will be able to do for you. I understand. Okay, so let's start with that, if you don't mind. All right. What's the name of the member? The patient's name and date of birth. Okay. Mm-hmm. Brandon, B-R-A-N-D-O-N. Last name is Bell, B-E-L-L. His date of birth is December 8th, 1993. He had a last four to Social? Um, possibly, if he gave it to us. 4600. 4600? Mm-hmm. Is he under somebody else's name? Um, let me look in the policy and see if that was provided. Uh, no, they listed, uh, Brandon Bell as the subscriber. He's not showing up in our system. Okay. Do you by any chance have a number for this, um, carrier, S and S Health, like Sam and Sam House? So that's not somebody... You might have the wrong number, ma'am. So the only carriers that we would know of is American Public Life, MetLife, or 90 Degree Benefits. Okay. Oh, you work with 90 Degree. Okay. Well, I appreciate the information. I, hmm, don't know. Thank you so much. You have a great day. You too. Thank you. Dang it. Bye-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, this is Elaine from Willis-Knighton Medical Center. I wanted to verify eligibility and also if I have a claim on file, but I need to make sure I have the right claim address and EDI.

Speaker speaker_0: The only thing that I-

Speaker speaker_1: Those are my questions. I have a lot.

Speaker speaker_0: Only thing that I'll be able to do is tell you is the c- if the member has active coverage or not. I wouldn't be able to verify any claims because we don't do anything with claims here. You want to reach out to the carrier directly-

Speaker speaker_1: Ah.

Speaker speaker_0: ... when it comes to claims.

Speaker speaker_1: Okay. Okay.

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

Speaker speaker_1: So do I have S, do I have S and S Health insurance? Do I still have that?

Speaker speaker_0: What are you, are you referring to-

Speaker speaker_1: Is that who you...?

Speaker speaker_0: This is Beni- this is Benefits in a Card. We're a plan administrator for health insurance for staffing companies.

Speaker speaker_1: Oh, okay. And it's called Benefits what?

Speaker speaker_0: Benefits in a Card. We're not a carrier, we're just a plan administrator. I can tell you if the member has active coverage or not-

Speaker speaker_1: Okay.

Speaker speaker_0: ... but I, that's the, that's about the most I will be able to do for you.

Speaker speaker_1: I understand. Okay, so let's start with that, if you don't mind.

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

Speaker speaker_1: The patient's name and date of birth. Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Brandon, B-R-A-N-D-O-N. Last name is Bell, B-E-L-L. His date of birth is December 8th, 1993.

Speaker speaker_0: He had a last four to Social?

Speaker speaker_1: Um, possibly, if he gave it to us. 4600.

Speaker speaker_0: 4600?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Is he under somebody else's name?

Speaker speaker_1: Um, let me look in the policy and see if that was provided. Uh, no, they listed, uh, Brandon Bell as the subscriber.

Speaker speaker_0: He's not showing up in our system.

Speaker speaker_1: Okay. Do you by any chance have a number for this, um, carrier, S and S Health, like Sam and Sam House?

Speaker speaker_0: So that's not somebody... You might have the wrong number, ma'am. So the only carriers that we would know of is American Public Life, MetLife, or 90 Degree Benefits.

Speaker speaker_1: Okay. Oh, you work with 90 Degree. Okay. Well, I appreciate the information. I, hmm, don't know. Thank you so much. You have a great day.

Speaker speaker_0: You too. Thank you.

Speaker speaker_1: Dang it. Bye-bye.

Speaker speaker_0: Bye.