

Transcript: Malcolm

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Full Transcript

This is Common Benefits Center Card. This is Malcolm. How can I help you? Hi. Um, my name is Michael Sullivan. Um, I'm calling because, uh, my son just went to urgent care and they're refusing to see him. Um, he's been there before and my coverage hasn't changed. Um, they're telling me that they can't see him because he's not covered. Um, I don't understand why and I'm looking for some answers. What staffing company do you work for? Oxford. Okay. For security purposes, can you verify your address and date of birth for me? 102 South Black Horse Pike, Apartment B, Blackbird, New Jersey. 0102. Date of birth says 9/17/1980. Thank you. So your phone number is 609-489-9995? Correct. And the email is mpsullivan17@gmail.com? Yes. Thank you. So which ID card did you give them? Does he have the right ID card for hospitals? Because you do have two different medical plans. It's, it's not, um... I gave them the number that I called. That's the only number I have. Um, they, they give me a, a card with a bunch of different coverages on it, but, um, you know, I, I don't know why they can't sort it out. Uh, it's, it's... Every time that there's an issue, it's been a problem, but, um, usually the, the, uh, provider figures it out. But th- they've never rejected service before and so I'm confused as to why that's happening. Okay. He's trying to go to, uh, Cooper Urgent Care and that's, uh... Like I said, he's been there before and he's been able to be seen up until today. Let's see. I want to make sure you have, he has the right medical card, because he might be trying to use your preventive card at the hospital for his- Well, they, they did say that, they did say that, um, he was only covered for preventative care. Um, but, you know, that's, that shouldn't be... That's not what I'm paying for, you know? Yes, sir. So have you... It looks like you called on the... It looks like you called on the 2nd and requested your ID card be sent. Yeah, that was for me. That, that was for me. I, I went... I was in the hospital. Um, but this, this right now is for my son. It's an urgent care visit. Okay. Let's see. So, what, what information, what information can I give them so he can be seen? Give me one moment. You mind if I put you on a brief hold? No, that's fine. Thank you. Are you there, Mr. Sullivan? Yeah. All right. So I got my back office looking into what's going on with the issue. Okay. I would recommend to get you to reach out to APL directly and see if they will be able to assist with why, um, they're not accepting the coverage. Do you have their phone number? Okay. I, I don't. Um, please, just give me- I can give it to you whenever you're ready. Yep. Let me know whenever you're ready. I'm ready. All right. So, 1-800- Mm-hmm. ...256- ...256. ...8606. Okay. All right, thank you. Yes, sir. And you want to hit option four to speak with a representative. Four. All right, I'll do that. Thank you. No problem. All right, goodbye. Bye.

Conversation Format

Speaker speaker_0: This is Common Benefits Center Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi. Um, my name is Michael Sullivan. Um, I'm calling because, uh, my son just went to urgent care and they're refusing to see him. Um, he's been there before and my coverage hasn't changed. Um, they're telling me that they can't see him because he's not covered. Um, I don't understand why and I'm looking for some answers.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Oxford.

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

Speaker speaker_1: 102 South Black Horse Pike, Apartment B, Blackbird, New Jersey. 0102. Date of birth says 9/17/1980.

Speaker speaker_0: Thank you. So your phone number is 609-489-9995?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email is mpsullivan17@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. So which ID card did you give them? Does he have the right ID card for hospitals? Because you do have two different medical plans.

Speaker speaker_1: It's, it's not, um... I gave them the number that I called. That's the only number I have. Um, they, they give me a, a card with a bunch of different coverages on it, but, um, you know, I, I don't know why they can't sort it out. Uh, it's, it's... Every time that there's an issue, it's been a problem, but, um, usually the, the, uh, provider figures it out. But th- they've never rejected service before and so I'm confused as to why that's happening.

Speaker speaker_0: Okay.

Speaker speaker_1: He's trying to go to, uh, Cooper Urgent Care and that's, uh... Like I said, he's been there before and he's been able to be seen up until today.

Speaker speaker_0: Let's see. I want to make sure you have, he has the right medical card, because he might be trying to use your preventive card at the hospital for his-

Speaker speaker_1: Well, they, they did say that, they did say that, um, he was only covered for preventative care. Um, but, you know, that's, that shouldn't be... That's not what I'm paying for, you know?

Speaker speaker_0: Yes, sir. So have you... It looks like you called on the... It looks like you called on the 2nd and requested your ID card be sent.

Speaker speaker_1: Yeah, that was for me. That, that was for me. I, I went... I was in the hospital. Um, but this, this right now is for my son. It's an urgent care visit.

Speaker speaker_0: Okay. Let's see.

Speaker speaker_1: So, what, what information, what information can I give them so he can be seen?

Speaker speaker_0: Give me one moment. You mind if I put you on a brief hold?

Speaker speaker_1: No, that's fine.

Speaker speaker_0: Thank you. Are you there, Mr. Sullivan?

Speaker speaker_2: Yeah.

Speaker speaker_0: All right. So I got my back office looking into what's going on with the issue.

Speaker speaker_2: Okay.

Speaker speaker_0: I would recommend to get you to reach out to APL directly and see if they will be able to assist with why, um, they're not accepting the coverage. Do you have their phone number?

Speaker speaker_2: Okay. I, I don't. Um, please, just give me-

Speaker speaker_0: I can give it to you whenever you're ready.

Speaker speaker_2: Yep.

Speaker speaker_0: Let me know whenever you're ready.

Speaker speaker_2: I'm ready.

Speaker speaker_0: All right. So, 1-800-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ...256-

Speaker speaker_2: ...256.

Speaker speaker_0: ...8606.

Speaker speaker_2: Okay. All right, thank you.

Speaker speaker_0: Yes, sir. And you want to hit option four to speak with a representative.

Speaker speaker_2: Four. All right, I'll do that. Thank you.

Speaker speaker_0: No problem.

Speaker speaker_2: All right, goodbye.

Speaker speaker_0: Bye.