

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi, Malcolm. My name is Serena Brown. I'm calling from Semmes Murphy Clinic Department of Insurance and Verification. Mm-hmm. I was calling to verify, uh, eligibility and benefits on this patient. Th- this patient would be a new patient in our office, and they wanted me to, uh, call and verify the information. All right. What's the name of the member? Are you able to help me with that? Yes, ma'am. Uh, the member is Tonia, T-O-N-I-A, last name is Massey, M-A-S-S-E-Y. Again, M-A-S-S-E-Y? Yes, sir. And how you spell the first name? Uh, T-O-N-I-A. Is she under somebody else or she's the main? Uh, let's see here. Uh, the p- uh, the employee is Kenneth Massey. How do you spell that? Uh, K-E-N-N-T-H, last name, Massey, M-A-S-S-E-Y. Your last four of the Social? Uh, let's see here. 0071. Wait a minute, that may be hers. I'm not sure if that's hers or his. Okay. Um... So is that, that one showing up with his- I think it's hers. ... last four of his? I don't have his. Uh, I'm looking at a co- the copy of the card and it says the employee name, medical coverage, employee spouse. So only have the, the, uh, the patient information and his first name only, um- You wouldn't have any of his information? ... 'cause they did this over. I'm sorry, could you repeat that? You wouldn't have any of his inf- the main person's information? Uh, the only thing- Primarily? ... when they loaded it, um, in, they loaded it in as the patient. But the copy of the card does say Kenneth Massey, uh- Do they have a address, date of birth? ... and his employee ID. Okay, the addre- I don't have his date of birth, but the address is 12031 Miller Road. I mean, I don't have a date of birth, but I got the address. 12031 Miller Road. That's Olive Branch, Mississippi. Zip- zip code is 38654. Thank you. And I'm showing, uh, a different ID number. The card is kinda a little fuzzy. I'm not sure if this... I can't, uh... I don't know- Sorry? ... if that's a D46 or D48401216 that's on the card. So I got a, I got the account pulled up. Um, so you don't have- Okay. ... date of birth? Okay. So you don't have his date of birth? I don't have his date of birth, no. They just, uh, loaded it when she called. She just gave her information only, and I just saw his name on the copy of the card that she submitted. Okay. So it shows that... I see her as his dependent. Mm-hmm. And it shows dental and medical. Okay. And that's where we're verifying that the medical, uh, portion of it. Yeah. I see her as a dependent and I see you have her Social? I have her Social. I do have her Social. Do you need the whole or the last four? Uh, you could do the whole thing. Okay. Hold on, let me scroll back up. One second. All right. I have 41402 0071. Yep. And then her date of birth? Her date of birth is July 5th, 1956. Thank you. Yep, so that's accurate. Yeah, they have active coverage. Okay. Yeah. Okay. Okay. And on the card I'm showing, uh, okay, with this plan, there's no deductible, no out-of-pocket. Yeah, so all these plans are- This says- I mean it- ... office visit. Is that \$80?00? It's a limited benefit plan. Yeah. So I wouldn't be able to tell you what's covered 'cause we're not the carrier, but I could give you the carrier's phone number. Okay. We're just a plan administrator. All we do- Yes, please. ... is get them enrolled

or unenrolled from the coverage. Okay, gotcha. Uh, does it show w- when she, when she became effective with you all? So what I'm assuming is when her coverage- Are you able to give that information? ... became active, which is 1/6/25. Mm-hmm. 1/6/25. Okay, yes, if you can give me that, that phone number, I'd greatly appreciate it. Whenever you're ready. I'm ready. So it's 1-800- Mm-hmm. ... 256-8606. okay. You want to hit option four to speak with a representative. Okay. And I'll also give you the other carrier's phone numbers. Okay. Phone number. Okay, I'm ready. So that, that'll be 90 Degree Benefits. That first one is American Public Life. The second one- Okay. ... will be 90 Degree Benefits. Okay. The phone number is 1-800-833- Okay. ... 4296. You want to hit option one to speak- Okay. 4296. ... with a representative. Option one. Let me repeat that number back to you. 800-833-4296, hit option one. And the one before that, that was 1-800-256-8606, option four. Is that correct? Yes, ma'am. Yes, ma'am. Okay. And so the one, which one sh- would give me the benefits? Would it be that first one or that second one from 90 Degree? Oh, the first... um, 90 Degree is for preventative care and- Okay. ... uh, American Public Life is for medical. Okay, American Public Life. Gotcha. Okay. All right. I will definitely give them a call. And Malcolm, do you do call reference numbers or would it be your name and today's date? It'd be my name and today's date. Okay. All right, Mr. Malcolm, thank you so much and happy Monday to you, and I hope you have a great day. You too. Thank you. Okay. Bye-bye. Have a good one. Bye-bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, Malcolm. My name is Serena Brown. I'm calling from Semmes Murphy Clinic Department of Insurance and Verification.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I was calling to verify, uh, eligibility and benefits on this patient. Th- this patient would be a new patient in our office, and they wanted me to, uh, call and verify the information.

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

Speaker speaker_1: Are you able to help me with that?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Uh, the member is Tonia, T-O-N-I-A, last name is Massey, M-A-S-S-E-Y.

Speaker speaker_0: Again, M-A-S-S-E-Y?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And how you spell the first name?

Speaker speaker_1: Uh, T-O-N-I-A.

Speaker speaker_0: Is she under somebody else or she's the main?

Speaker speaker_1: Uh, let's see here. Uh, the p- uh, the employee is Kenneth Massey.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: Uh, K-E-N-N-T-H, last name, Massey, M-A-S-S-E-Y.

Speaker speaker_0: Your last four of the Social?

Speaker speaker_1: Uh, let's see here. 0071. Wait a minute, that may be hers. I'm not sure if that's hers or his.

Speaker speaker_0: Okay.

Speaker speaker_1: Um...

Speaker speaker_0: So is that, that one showing up with his-

Speaker speaker_1: I think it's hers.

Speaker speaker_0: ... last four of his?

Speaker speaker_1: I don't have his. Uh, I'm looking at a co- the copy of the card and it says the employee name, medical coverage, employee spouse. So only have the, the, uh, the patient information and his first name only, um-

Speaker speaker_0: You wouldn't have any of his information?

Speaker speaker_1: ... 'cause they did this over. I'm sorry, could you repeat that?

Speaker speaker_0: You wouldn't have any of his inf- the main person's information?

Speaker speaker_1: Uh, the only thing-

Speaker speaker_0: Primarily?

Speaker speaker_1: ... when they loaded it, um, in, they loaded it in as the patient. But the copy of the card does say Kenneth Massey, uh-

Speaker speaker_0: Do they have a address, date of birth?

Speaker speaker_1: ... and his employee ID. Okay, the addre- I don't have his date of birth, but the address is 12031 Miller Road. I mean, I don't have a date of birth, but I got the address. 12031 Miller Road. That's Olive Branch, Mississippi. Zip- zip code is 38654.

Speaker speaker_0: Thank you.

Speaker speaker_1: And I'm showing, uh, a different ID number. The card is kinda a little fuzzy. I'm not sure if this... I can't, uh... I don't know-

Speaker speaker_0: Sorry?

Speaker speaker_1: ... if that's a D46 or D48401216 that's on the card.

Speaker speaker_0: So I got a, I got the account pulled up. Um, so you don't have-

Speaker speaker_1: Okay.

Speaker speaker_0: ... date of birth?

Speaker speaker_1: Okay.

Speaker speaker_0: So you don't have his date of birth?

Speaker speaker_1: I don't have his date of birth, no. They just, uh, loaded it when she called. She just gave her information only, and I just saw his name on the copy of the card that she submitted.

Speaker speaker_0: Okay. So it shows that... I see her as his dependent.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And it shows dental and medical.

Speaker speaker_1: Okay. And that's where we're verifying that the medical, uh, portion of it.

Speaker speaker_0: Yeah. I see her as a dependent and I see you have her Social?

Speaker speaker_1: I have her Social. I do have her Social. Do you need the whole or the last four?

Speaker speaker_0: Uh, you could do the whole thing.

Speaker speaker_1: Okay. Hold on, let me scroll back up. One second. All right. I have 41402 0071.

Speaker speaker_0: Yep. And then her date of birth?

Speaker speaker_1: Her date of birth is July 5th, 1956.

Speaker speaker_0: Thank you. Yep, so that's accurate. Yeah, they have active coverage.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: Okay. Okay. And on the card I'm showing, uh, okay, with this plan, there's no deductible, no out-of-pocket.

Speaker speaker_0: Yeah, so all these plans are-

Speaker speaker_1: This says-

Speaker speaker_0: I mean it-

Speaker speaker_1: ... office visit. Is that \$80?00? It's a limited benefit plan.

Speaker speaker_0: Yeah. So I wouldn't be able to tell you what's covered 'cause we're not the carrier, but I could give you the carrier's phone number.

Speaker speaker_1: Okay.

Speaker speaker_0: We're just a plan administrator. All we do-

Speaker speaker_1: Yes, please.

Speaker speaker_0: ... is get them enrolled or unenrolled from the coverage.

Speaker speaker_1: Okay, gotcha. Uh, does it show w- when she, when she became effective with you all?

Speaker speaker_0: So what I'm assuming is when her coverage-

Speaker speaker_1: Are you able to give that information?

Speaker speaker_0: ... became active, which is 1/6/25.

Speaker speaker_1: Mm-hmm. 1/6/25. Okay, yes, if you can give me that, that phone number, I'd greatly appreciate it.

Speaker speaker_0: Whenever you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: So it's 1-800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 256-8606.

Speaker speaker_1: okay.

Speaker speaker_0: You want to hit option four to speak with a representative.

Speaker speaker_1: Okay.

Speaker speaker_0: And I'll also give you the other carrier's phone numbers.

Speaker speaker_1: Okay.

Speaker speaker_0: Phone number.

Speaker speaker_1: Okay, I'm ready.

Speaker speaker_0: So that, that'll be 90 Degree Benefits. That first one is American Public Life. The second one-

Speaker speaker_1: Okay.

Speaker speaker_0: ... will be 90 Degree Benefits.

Speaker speaker_1: Okay.

Speaker speaker_0: The phone number is 1-800-833-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 4296. You want to hit option one to speak-

Speaker speaker_1: Okay. 4296.

Speaker speaker_0: ... with a representative.

Speaker speaker_1: Option one. Let me repeat that number back to you. 800-833-4296, hit option one. And the one before that, that was 1-800-256-8606, option four. Is that correct?

Speaker speaker_0: Yes, ma'am. Yes, ma'am.

Speaker speaker_1: Okay. And so the one, which one sh- would give me the benefits? Would it be that first one or that second one from 90 Degree?

Speaker speaker_0: Oh, the first... um, 90 Degree is for preventative care and-

Speaker speaker_1: Okay.

Speaker speaker_0: ... uh, American Public Life is for medical.

Speaker speaker_1: Okay, American Public Life. Gotcha. Okay. All right. I will definitely give them a call. And Malcolm, do you do call reference numbers or would it be your name and today's date?

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

Speaker speaker_1: Okay. All right, Mr. Malcolm, thank you so much and happy Monday to you, and I hope you have a great day.

Speaker speaker_0: You too. Thank you.

Speaker speaker_1: Okay. Bye-bye. Have a good one. Bye-bye.