

## **Transcript: Pamela**

**Blanc-4656782757773312-6321078810099712**

### **Full Transcript**

Hi, this is Pamela. How may I help you? Hi, Pamela. My name is Sal. I'm calling from Atlantic Spine Center, and I spoke with Julian De Armas, and he informed me that you would be able to verify some information for him. Okay. So the reason, um, we are be-... have an issue with the system because we're going through a transition, and the carrier is not sh-... he's not showing active on the carrier. But he is active. Right. So, um, email looking for his file. One second. Yeah. Why it's not coming up now? I had a file open waiting for the call. Give me one second. 666... Okay, we have it. All right, so the way, uh, we do when things like this happen, we let you guys know that his benefits are active. Mm-hmm. Um, he can provide you with a claim address. By the time you guys submit the claim, all his information's going to be ready in the system. Okay. They probably will be settled today or tomorrow, but we just want to make sure that he's able to use his benefit. No problem. Um- We could take, we could take your word for it. The only thing I would need to just verify if he has like in-network, out-of-network, um, and um- Um- ... does he have any deductible? No. He... These plans are not like the major insurance. You don't have deductibles. Mm-hmm. Um, they... Let's see. Your, uh... you don't have, uh, this, this insurance state will not have copay. So the insurance, what's going to happen is when you submit the claim, the insurer is gonna, um, pay whatever is the amount that they have already set, and he's gonna be responsible for the rest. Okay. It all, it all depends on the procedures that he's gonna have. Mm-hmm. Um, like I said, they... Let's, let me give you a quick sample. For ex- for example, let's say, if he wants to go to our urgent care. Mm-hmm. The insurance cover \$50 and you have four visits per year. So that's how pretty much everything works. Okay. Okay. So his benefits started back in February 3rd. Of '25 of this year, right? Yes. This year. And, um, I'm trying to... So I'm trying to just cross all the, you know, just I don't want him to come in and then it's not, uh, it wouldn't be covered because we are an, we are an out-of-network provider with specialist, spine specialist. And, um, he has some issues that's going on that he went to a different doctor. They just basically said they wouldn't, they weren't able to help. So now it is our turn to help. We can definitely help with the issues that he's having. It's just that we just have to make sure it's covered because if not, he's going to have to pay out of pocket and we usually would collect it upfront. Upfront. Okay. ... um, if the insurance doesn't cover it. And, okay, what I could do since he's not going to show active on the carrier, what I could do is tell you the name on his plan- . ... try for you or give you the number of the actual carrier and you could tell them the exactly procedures he's going to have done and they will be able to tell you how much they willing to, you know, the amount they already have set for that procedure. Mm-hmm. So that way you'll be able to, um, tell Mr. De Armas what insurance covering and what's going to be his part. Okay. You could do that. Okay. I mean, you, if you say his name, it's going to show not active. So by just telling them that you have a patient that has... his plan is called VIP Classic, um, and this is whatever

the case, um, that Mr. De Arma has, you want to know how much they cover it for that specific procedure and they will let you know. Okay, perfect. Let me give you the phone number just in case you need to call them back. But like I said, you just tell them the name of the plan and they will be able to tell you, uh, whatever the procedure is that you need to ask for. Okay. What's that number please? It's 800-256-8606. Okay. And I just want to verify if you have the same information I have. I want to make sure it's correct. Okay. Um, his, um, policy number or certificate number, it's, uh, 0259-5525. Let me get there. Most likely. Okay. Um, give me one second. What happened? Just... That will be... that is his policy number. Okay. Then again, I don't think it's going to change when everything is sold, um-I will reach out as well to Mr. De Armas when, eh, all the issues are solved. Just in case if anything changes, he will be able to provide it to you guys. Okay, perfect. Perfect. Okay. And what was your name? My name is Sal from Atlantic & Vine Center. Sal. Yes. Okay, so, yeah, um, all right. I just want to put it on the notes just in case they... you guys call back. Um, I'm gonna put, I'm gonna write down your number. It's 973-419-0183? Yes. Okay. I'm gonna write it down just in case I need to call you guys for any extra information since, um, I've been trying to help him. All right. Sal, so that's a New Jersey number? Hmm. Yes. Yes, New Jersey. Okay. We're in New Jersey and New York. Oh, okay. All right. Where in New Jersey you guys are located? West Norwich. Oh, I used to live in Newark. Oh, man, you used to live in the hood. No, I'm joking. Yes. Yes, yes. That's where I'm from though, so. The real hood. Yeah, I'm from those parts. Yeah. Yeah. It was the real hood. Okay. So do you need anything else, though? No, ma'am. That is everything, Pamela. Thank you so, so much. Okay. So if you need to call back and speak to me, I'm usually here from 11:00 to 8:00 Eastern Time. 11:00 to 8:00? Okay. And yeah, I take my lunch around 4:45 until 5:45. So that would be... And if you call, just ask for me and I'll give you a call back as soon as I can... if I have to. Oh. All right? Perfect. Yes, ma'am. Thank you so, so much. Ah. All right. So don't forget. You want me to transfer you to them? Uh, yes, you can. Yes. All right. Thank you. Just bear with me. All right.

## Conversation Format

Speaker speaker\_0: Hi, this is Pamela. How may I help you?

Speaker speaker\_1: Hi, Pamela. My name is Sal. I'm calling from Atlantic Spine Center, and I spoke with Julian De Armas, and he informed me that you would be able to verify some information for him.

Speaker speaker\_0: Okay. So the reason, um, we are be-... have an issue with the system because we're going through a transition, and the carrier is not sh-... he's not showing active on the carrier. But he is active.

Speaker speaker\_1: Right.

Speaker speaker\_0: So, um, email looking for his file. One second. Yeah. Why it's not coming up now? I had a file open waiting for the call. Give me one second. 666... Okay, we have it. All right, so the way, uh, we do when things like this happen, we let you guys know that his benefits are active.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Um, he can provide you with a claim address. By the time you guys submit the claim, all his information's going to be ready in the system.

Speaker speaker\_1: Okay.

Speaker speaker\_0: They probably will be settled today or tomorrow, but we just want to make sure that he's able to use his benefit.

Speaker speaker\_1: No problem.

Speaker speaker\_0: Um-

Speaker speaker\_1: We could take, we could take your word for it. The only thing I would need to just verify if he has like in-network, out-of-network, um, and um-

Speaker speaker\_0: Um-

Speaker speaker\_1: ... does he have any deductible? No.

Speaker speaker\_0: He... These plans are not like the major insurance. You don't have deductibles.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Um, they... Let's see. Your, uh... you don't have, uh, this, this insurance state will not have copay. So the insurance, what's going to happen is when you submit the claim, the insurer is gonna, um, pay whatever is the amount that they have already set, and he's gonna be responsible for the rest.

Speaker speaker\_1: Okay.

Speaker speaker\_0: It all, it all depends on the procedures that he's gonna have.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Um, like I said, they... Let's, let me give you a quick sample. For ex- for example, let's say, if he wants to go to our urgent care.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: The insurance cover \$50 and you have four visits per year. So that's how pretty much everything works.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: So his benefits started back in February 3rd.

Speaker speaker\_1: Of '25 of this year, right?

Speaker speaker\_0: Yes.

Speaker speaker\_1: This year. And, um, I'm trying to... So I'm trying to just cross all the, you know, just I don't want him to come in and then it's not, uh, it wouldn't be covered because we are an, we are an out-of-network provider with specialist, spine specialist. And, um, he has some issues that's going on that he went to a different doctor. They just basically said they wouldn't, they weren't able to help. So now it is our turn to help. We can definitely help with the issues that he's having. It's just that we just have to make sure it's covered because if not, he's going to have to pay out of pocket and we usually would collect it upfront.

Speaker speaker\_0: Upfront. Okay.

Speaker speaker\_1: ... um, if the insurance doesn't cover it.

Speaker speaker\_0: And, okay, what I could do since he's not going to show active on the carrier, what I could do is tell you the name on his plan-

Speaker speaker\_1: .

Speaker speaker\_0: ... try for you or give you the number of the actual carrier and you could tell them the exactly procedures he's going to have done and they will be able to tell you how much they willing to, you know, the amount they already have set for that procedure.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So that way you'll be able to, um, tell Mr. De Armas what insurance covering and what's going to be his part.

Speaker speaker\_1: Okay.

Speaker speaker\_0: You could do that.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I mean, you, if you say his name, it's going to show not active. So by just telling them that you have a patient that has... his plan is called VIP Classic, um, and this is whatever the case, um, that Mr. De Arma has, you want to know how much they cover it for that specific procedure and they will let you know.

Speaker speaker\_1: Okay, perfect.

Speaker speaker\_0: Let me give you the phone number just in case you need to call them back. But like I said, you just tell them the name of the plan and they will be able to tell you, uh, whatever the procedure is that you need to ask for.

Speaker speaker\_1: Okay. What's that number please?

Speaker speaker\_0: It's 800-256-8606.

Speaker speaker\_1: Okay. And I just want to verify if you have the same information I have. I want to make sure it's correct.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Um, his, um, policy number or certificate number, it's, uh, 0259-5525.

Speaker speaker\_0: Let me get there. Most likely.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Um, give me one second. What happened? Just... That will be... that is his policy number.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Then again, I don't think it's going to change when everything is sold, um-I will reach out as well to Mr. De Armas when, eh, all the issues are solved. Just in case if anything changes, he will be able to provide it to you guys.

Speaker speaker\_3: Okay, perfect. Perfect.

Speaker speaker\_0: Okay. And what was your name?

Speaker speaker\_3: My name is Sal from Atlantic & Vine Center.

Speaker speaker\_0: Sal.

Speaker speaker\_3: Yes.

Speaker speaker\_0: Okay, so, yeah, um, all right. I just want to put it on the notes just in case they... you guys call back. Um, I'm gonna put, I'm gonna write down your number. It's 973-419-0183?

Speaker speaker\_3: Yes.

Speaker speaker\_0: Okay. I'm gonna write it down just in case I need to call you guys for any extra information since, um, I've been trying to help him. All right. Sal, so that's a New Jersey number? Hmm.

Speaker speaker\_3: Yes. Yes, New Jersey.

Speaker speaker\_0: Okay.

Speaker speaker\_3: We're in New Jersey and New York.

Speaker speaker\_0: Oh, okay. All right. Where in New Jersey you guys are located?

Speaker speaker\_3: West Norwich.

Speaker speaker\_0: Oh, I used to live in Newark.

Speaker speaker\_3: Oh, man, you used to live in the hood. No, I'm joking.

Speaker speaker\_0: Yes. Yes, yes.

Speaker speaker\_3: That's where I'm from though, so.

Speaker speaker\_0: The real hood.

Speaker speaker\_3: Yeah, I'm from those parts. Yeah.

Speaker speaker\_0: Yeah. It was the real hood. Okay. So do you need anything else, though?

Speaker speaker\_3: No, ma'am. That is everything, Pamela. Thank you so, so much.

Speaker speaker\_0: Okay. So if you need to call back and speak to me, I'm usually here from 11:00 to 8:00 Eastern Time.

Speaker speaker\_3: 11:00 to 8:00? Okay.

Speaker speaker\_0: And yeah, I take my lunch around 4:45 until 5:45. So that would be... And if you call, just ask for me and I'll give you a call back as soon as I can... if I have to.

Speaker speaker\_3: Oh.

Speaker speaker\_0: All right?

Speaker speaker\_3: Perfect. Yes, ma'am. Thank you so, so much.

Speaker speaker\_0: Ah. All right. So don't forget. You want me to transfer you to them?

Speaker speaker\_3: Uh, yes, you can. Yes.

Speaker speaker\_0: All right.

Speaker speaker\_3: Thank you.

Speaker speaker\_0: Just bear with me. All right.