

Transcript: Pamela

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Full Transcript

... is she. Oh. Calling benefits in her card, this is Pamela speaking. How may I help you? Yes. Um, I'm calling from Lovelace Family Medicine. We have a patient, um, that just got here and she told me to call you guys to get her insurance information. Okay. And do you have her ID card? She told me that, to call you guys because her ID card is in the mail. Okay. And that calling y'all, y'all will give us her- Can you- ... ID number and her social- Can you ask... Can you ask her what's the name of the staffing agency that she works for? Uh, it's M-A-U. And the last four digits of her Social? I've got 8648. What's the last name? Ruff, R-U-F-F. Maybe under... And you said it's 8648, the last four? 8648, yeah. She said it may be under Sword. And what's her first name? Natasha. Can you verify the date of birth just to make sure I'm in the correct file? 8/17/1998. Okay. Thank you. Is this for medical? Medical, yes. Let's see. Her benefits are active. Is this for preventive care or regular care? Regular. It's like primary care, family medicine. So she has a... Let me... So she has a, a plan that is combined with the pre-the preventive care and her hospital indemnity. I could give you... One second. Okay. Yeah, um, I'm trying to get the ID card. And it gives you a policy number and also like what health- What type of insurance? This insurance is, are not like, uh, the major insurance. Um, they already have like a set amount that they're gonna pay. It's called APL, one of the carriers, and the other one is IMA, um, 90 Degree. The 90 Degree? Mm-hmm. That's for her preventive care. And in order- Mm. ... for her to use her preventive care she has to go through a participating provider so that's why I was trying to get the information. But I'll provide you with a policy number and the phone number of the actual carrier just in case you need a, a breakdown of the benefits and- Yeah, I need a, I need to know like where we're sending claims to. Do you have an address? Yes, we do have an address to... Oklahoma City. Let me give you the address. Okay. They didn't send you an email with this information, ma'am? I cannot send you any email. I could send you her ID card with the email. I was re- I was, um, asking the patient. You can email the patient her ID card? Yeah, I could look it up and send it to her. Um, let me make sure I have the correct email for her. I have Natasha, her, her first name, _harlee, H-A-R-L-E-E @aol. Let me see. What's your, um, write your email down right here, Miss Ruff. You can have this pen right there. Let me see. Yeah, so Natasha_harlee, H-A-R-L-E-E, @aol.com. Okay. So I'm gonna s- I'm gonna send that. And that'll be a front and back of the card? Yes, ma'am. Okay. All right. Is there anything else I could do for you? I think that's it. Can I just keep you on the line until she gets this email though? Is that okay? Yes. Let me put you in a brief hold, all right? Okay. Thank you. She hasn't gotten her email yet. Let me go take a look at hers, okay? Ma'am? Thank you. Ma'am? Yes, ma'am. Okay. So, I just realized her benefits just became effective today, the one she's trying to use. Mm-hmm. And- Mm-hmm. ... the ID card's not generated yet, but I could provide you with the address where the claims should be submitted, or I could provide you with the telephone number of the

carrier. Yeah, we need something so she's not charged as self-pay while she's being seen here. Um- Yeah. So do you have a ID number too? No. There's no- it hasn't been generated yet. I guess it's, uh, usually, um, it's generated on Monday when they start but I- it hasn't show up yet in the system. Only one that is presentful, but the medical still hasn't generated yet in the system. The medical hasn't? No. So I technically don't have anything I can put into my system then saying that she's got insurance? All I know is she is active because they become effective today but we- Right, but you don't have a ID number that I can- No, ma'am. ... put into my system? No. Well- I don't know if she wants to come back- ... it's not really going to help us then. ... tomorrow or later on today. She's saying that you don't have a ID number yet, so I don't have anywhere, anything to put into our system where you've got insurance. So... Yeah. All I could do is give you the policy number. Policy? For you to also call- Yeah, what would be the- Not me, I'm sorry. Not the policy number, where to submit the claim. But if you would like, I could transfer you to the actual carrier and they'd probably be able to assist you. Because I see that her, um, for her other benefits the ID cards are there. Just for the ones that are here... Well can you give me the other number and I'll have her call while she's here? Um. Sure. And maybe they'll give her her information? It's, um, 800-256-86- 256. 8606. 8606? Yes, ma'am. Okay. Tell her that when she call to provide them with her social because it, it's no policy that I'm able to look it up, um. Mm-hmm. Because they're going to ask her for the policy number but, um, tell her that, that she don't have the policy number. Um- That's what she's trying to get? She can get it with her... Yeah, with her social. With her social? Okay, I'll tell her that then. Thank you. All right. No problem. Thank you.

Conversation Format

Speaker speaker_0: ... is she.

Speaker speaker_1: Oh.

Speaker speaker_0: Calling benefits in her card, this is Pamela speaking. How may I help you?

Speaker speaker_2: Yes. Um, I'm calling from Lovelace Family Medicine. We have a patient, um, that just got here and she told me to call you guys to get her insurance information.

Speaker speaker_0: Okay. And do you have her ID card?

Speaker speaker_2: She told me that, to call you guys because her ID card is in the mail.

Speaker speaker_0: Okay.

Speaker speaker_2: And that calling y'all, y'all will give us her-

Speaker speaker_0: Can you-

Speaker speaker_2: ... ID number and her social-

Speaker speaker_0: Can you ask... Can you ask her what's the name of the staffing agency that she works for?

Speaker speaker_2: Uh, it's M-A-U.

Speaker speaker_0: And the last four digits of her Social?

Speaker speaker_2: I've got 8648.

Speaker speaker_0: What's the last name?

Speaker speaker_2: Ruff, R-U-F-F. Maybe under...

Speaker speaker_0: And you said it's 8648, the last four?

Speaker speaker_2: 8648, yeah. She said it may be under Sword.

Speaker speaker_0: And what's her first name?

Speaker speaker_2: Natasha.

Speaker speaker_0: Can you verify the date of birth just to make sure I'm in the correct file?

Speaker speaker_2: 8/17/1998.

Speaker speaker_0: Okay. Thank you. Is this for medical?

Speaker speaker_2: Medical, yes.

Speaker speaker_0: Let's see. Her benefits are active. Is this for preventive care or regular care?

Speaker speaker_2: Regular. It's like primary care, family medicine.

Speaker speaker_0: So she has a... Let me... So she has a, a plan that is combined with the pre- the preventive care and her hospital indemnity. I could give you... One second. Okay. Yeah, um, I'm trying to get the ID card. And it gives you a policy number and also like what health-

Speaker speaker_2: What type of insurance?

Speaker speaker_0: This insurance is, are not like, uh, the major insurance. Um, they already have like a set amount that they're gonna pay. It's called APL, one of the carriers, and the other one is IMA, um, 90 Degree.

Speaker speaker_2: The 90 Degree?

Speaker speaker_0: Mm-hmm. That's for her preventive care. And in order-

Speaker speaker_2: Mm.

Speaker speaker_0: ... for her to use her preventive care she has to go through a participating provider so that's why I was trying to get the information. But I'll provide you with a policy number and the phone number of the actual carrier just in case you need a, a breakdown of the benefits and-

Speaker speaker_2: Yeah, I need a, I need to know like where we're sending claims to. Do you have an address?

Speaker speaker_0: Yes, we do have an address to... Oklahoma City. Let me give you the address. Okay.

Speaker speaker_2: They didn't send you an email with this information, ma'am?

Speaker speaker_0: I cannot send you any email. I could send you her ID card with the email.

Speaker speaker_2: I was re- I was, um, asking the patient. You can email the patient her ID card?

Speaker speaker_0: Yeah, I could look it up and send it to her. Um, let me make sure I have the correct email for her. I have Natasha, her, her first name, _harlee, H-A-R-L-E-E @aol.

Speaker speaker_2: Let me see. What's your, um, write your email down right here, Miss Ruff. You can have this pen right there. Let me see. Yeah, so Natasha_harlee, H-A-R-L-E-E, @aol.com.

Speaker speaker_0: Okay. So I'm gonna s- I'm gonna send that.

Speaker speaker_2: And that'll be a front and back of the card?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_0: All right. Is there anything else I could do for you?

Speaker speaker_2: I think that's it. Can I just keep you on the line until she gets this email though? Is that okay?

Speaker speaker_0: Yes. Let me put you in a brief hold, all right?

Speaker speaker_2: Okay.

Speaker speaker_0: Thank you.

Speaker speaker_2: She hasn't gotten her email yet.

Speaker speaker_0: Let me go take a look at hers, okay? Ma'am?

Speaker speaker_2: Thank you.

Speaker speaker_0: Ma'am?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: Okay. So, I just realized her benefits just became effective today, the one she's trying to use.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: And-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... the ID card's not generated yet, but I could provide you with the address where the claims should be submitted, or I could provide you with the telephone number of the carrier.

Speaker speaker_2: Yeah, we need something so she's not charged as self-pay while she's being seen here. Um-

Speaker speaker_0: Yeah.

Speaker speaker_2: So do you have a ID number too?

Speaker speaker_0: No. There's no- it hasn't been generated yet. I guess it's, uh, usually, um, it's generated on Monday when they start but I- it hasn't show up yet in the system. Only one that is presentful, but the medical still hasn't generated yet in the system.

Speaker speaker_2: The medical hasn't?

Speaker speaker_0: No.

Speaker speaker_2: So I technically don't have anything I can put into my system then saying that she's got insurance?

Speaker speaker_0: All I know is she is active because they become effective today but we-

Speaker speaker_2: Right, but you don't have a ID number that I can-

Speaker speaker_0: No, ma'am.

Speaker speaker_2: ... put into my system?

Speaker speaker_0: No.

Speaker speaker_2: Well-

Speaker speaker_0: I don't know if she wants to come back-

Speaker speaker_2: ... it's not really going to help us then.

Speaker speaker_0: ... tomorrow or later on today.

Speaker speaker_2: She's saying that you don't have a ID number yet, so I don't have anywhere, anything to put into our system where you've got insurance. So...

Speaker speaker_0: Yeah. All I could do is give you the policy number.

Speaker speaker_2: Policy?

Speaker speaker_0: For you to also call-

Speaker speaker_2: Yeah, what would be the-

Speaker speaker_0: Not me, I'm sorry. Not the policy number, where to submit the claim. But if you would like, I could transfer you to the actual carrier and they'd probably be able to assist

you. Because I see that her, um, for her other benefits the ID cards are there. Just for the ones that are here...

Speaker speaker_2: Well can you give me the other number and I'll have her call while she's here? Um.

Speaker speaker_0: Sure.

Speaker speaker_2: And maybe they'll give her her information?

Speaker speaker_0: It's, um, 800-256-86- 256. 8606.

Speaker speaker_2: 8606?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_0: Tell her that when she call to provide them with her social because it, it's no policy that I'm able to look it up, um.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Because they're going to ask her for the policy number but, um, tell her that, that she don't have the policy number. Um-

Speaker speaker_2: That's what she's trying to get?

Speaker speaker_0: She can get it with her... Yeah, with her social.

Speaker speaker_2: With her social? Okay, I'll tell her that then. Thank you.

Speaker speaker_0: All right. No problem. Thank you.