

## Transcript: Pamela

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### Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi, Pamela. My name is Bri... Um, I'm calling with Norton Healthcare. I am trying to verify eligibility for a member. I'm not sure if this is the right number to call. There's like five numbers on this card. Okay. Yeah. Well, I could tell you if the member's active but if you need- Okay. ... a da- a breakdown of the benefits, then I will have to transfer you to the actual carrier. Okay. So let's start by just first and last name of the member. Alexei. A-L-E-X-E-I. And it might be a double last name, it's Infan- it's Infante with a E, Perez. Infante-Perez. Perez. Okay. Okay. And you say you have the card with you, right? Yes. Okay. So can you see the name of the staffing agency that they work for? The name should be like on the top somewhere It says Search. ... you can see in English. Search. Okay, perfect. Thank you. And one thing that we need to verify just to make sure I am in the correct file is the date of birth. 04/09/67. Thank you. All right. Let's see. So the member has a preventive care plan. Okay. And... Okay? Now they are responsible for the doctor's visits premium and the insurance gonna cover the procedure. Now, um, I, you have to be in network and for you to find out if you're in network, they have a website. There on the ID card you might be able to see it. It's called MultiPlan. Okay. You could check there Yeah. We're, we're in network with them. Um, where would I go to find out if this would require prior authorization 'cause it's for a CP? Okay. So I could transfer you to their number. Okay. Um, uh, it should be on the card as well. It's, the number is 800-833-4296 and, um, the option if you need to call is option one. Option one. Oh, okay, maybe that's where I messed up. No problem. I ended up on option two and they couldn't help me. So, um, may I have the name? Brianna. Brianna. And, uh, and the name of the facility you're calling from? Norton Healthcare. I just need that for my notes. All right, let me- Yeah. No problem. ... transfer you to IMA. Just bear with me.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi, Pamela. My name is Bri... Um, I'm calling with Norton Healthcare. I am trying to verify eligibility for a member. I'm not sure if this is the right number to call. There's like five numbers on this card.

Speaker speaker\_0: Okay. Yeah. Well, I could tell you if the member's active but if you need-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... a da- a breakdown of the benefits, then I will have to transfer you to the actual carrier.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So let's start by just first and last name of the member.

Speaker speaker\_1: Alexei. A-L-E-X-E-I. And it might be a double last name, it's Infan- it's Infante with a E, Perez. Infante-Perez.

Speaker speaker\_0: Perez. Okay. Okay. And you say you have the card with you, right?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So can you see the name of the staffing agency that they work for? The name should be like on the top somewhere

Speaker speaker\_2: It says Search.

Speaker speaker\_0: ... you can see in English. Search. Okay, perfect. Thank you. And one thing that we need to verify just to make sure I am in the correct file is the date of birth.

Speaker speaker\_1: 04/09/'67.

Speaker speaker\_0: Thank you. All right. Let's see. So the member has a preventive care plan.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And... Okay? Now they are responsible for the doctor's visits premium and the insurance gonna cover the procedure. Now, um, I, you have to be in network and for you to find out if you're in network, they have a website. There on the ID card you might be able to see it. It's called MultiPlan.

Speaker speaker\_1: Okay.

Speaker speaker\_0: You could check there

Speaker speaker\_2: Yeah. We're, we're in network with them. Um, where would I go to find out if this would require prior authorization 'cause it's for a CP?

Speaker speaker\_0: Okay. So I could transfer you to their number.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, uh, it should be on the card as well. It's, the number is 800-833-4296 and, um, the option if you need to call is option one.

Speaker speaker\_1: Option one. Oh, okay, maybe that's where I messed up.

Speaker speaker\_0: No problem.

Speaker speaker\_1: I ended up on option two and they couldn't help me.

Speaker speaker\_0: So, um, may I have the name?

Speaker speaker\_1: Brianna.

Speaker speaker\_0: Brianna. And, uh, and the name of the facility you're calling from?

Speaker speaker\_1: Norton Healthcare.

Speaker speaker\_0: I just need that for my notes. All right, let me-

Speaker speaker\_1: Yeah. No problem.

Speaker speaker\_0: ... transfer you to IMA. Just bear with me.