

Transcript: VICTORIA

Taylor-4833191148339200-6171756897714176

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accords. This is Victoria. How can I help you? Uh, yes. Hi, Victoria. My name is Christina with Providence Healthcare. I'm trying to verify the active eligibility for a patient that has a visit at, at 8:20. Okay. And you said you're with Providence Healthcare? Yes. Would you like my NPI or my TIN? Uh, nope. I just need to make a note of your employer. Uh- Oh. ... what is the last four of the Social for the patient? I don't think she has that on file. Let me take a look here. Uh, 6883. And their first and last name? Okay. Nicole is her first name, and Fallas with, um, the first letter of Frank, A-L-L-A-S. And would you be able to verify their address and date of birth? Date of birth is July 27th, 1989. Her address is 13441 Sunny Ridge Street in the city of Hesperia, 92344. Okay. Thank you for that. Um, and this- Mm-hmm. ... is for medical, right? That is correct. Okay. Um, so they have e- they do have coverage for medical. Um, the medical plan that they're enrolled into is a combination of two different insurance carriers, um, and it is currently active. The preventative services are with 90 Degree Benefits, and then, um- Mm-hmm. ... the non-preventative benefits are with American Public Life. Okay, Public Life. Do, uh, you have a number for them? So for my billing, is it gonna, am I gonna be billing, um, 90 Degrees for their claims, or am I gonna bill American Public Life? I believe it just depends on like the, the type of, uh, visit they have. Like, if it's for like preventative care, that would go towards the 90 Degrees. If it's non-preventative- Mm-hmm. ... it would go towards APL, American Public Life. Oh, is that wh- okay. 'Cause I had heard that through the prompt, and I didn't know what APL stood for, 'cause I was tryin', I've been trying to contact you guys for about 40 minutes. Um, okay, so then is there any way that I could verify, um, if she has a co-pay with American Public Life? 'Cause she's being seen for a non-preventative visit today. Um, so the way that the insurance works, there, I don't, let me double check before... Okay. So I know some things have a co-pay. Like, uh, primary care visits, there's a \$10 co-pay. Mm-hmm. Specialist care is \$50 co-pay and urgent care is \$60 co-pay. Okay. Okay. Urgent care. Is there any way that I can have something faxed over so I can put it in her chart that will cover her for the month if she needed to be seen, um, anywhere else with our facilities? Um, I- I'm not sure that I would, with us just being the administrators, I- I'm not sure that we could do that. Maybe I can give you the phone number for the insurance carriers, and maybe they can send something over. Okay. So for 90 Degrees, it's not the claims number that they have on file. This is the number I called, the 800 for the 90 Degree Benefit for the preventive side. Is that not the number for a provider to call? So, i- it possibly is. I know if you choose the wrong option, it will ch- transfer over to us. So the number should be 800-833-4296. Mm-hmm. Okay. And you just want to make sure to hit option one on the prompt system. Okay, and then for APL? Their phone number is 800, uh, 256- Uh-huh. Okay. ... 8606. Okay. Mm-hmm. Okay, I understand now. Okay. Um, so I'm gonna go ahead and give them a call. All righty. Uh, but I

do see that they're enrolled and- Thank you. ... active, so they should be good to go from there. Okay, Miss Victoria. Thank you so much for your time. Yes, ma'am. Have a good day. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and Accords. This is Victoria. How can I help you?

Speaker speaker_2: Uh, yes. Hi, Victoria. My name is Christina with Providence Healthcare. I'm trying to verify the active eligibility for a patient that has a visit at, at 8:20.

Speaker speaker_1: Okay. And you said you're with Providence Healthcare?

Speaker speaker_2: Yes. Would you like my NPI or my TIN?

Speaker speaker_1: Uh, nope. I just need to make a note of your employer. Uh-

Speaker speaker_2: Oh.

Speaker speaker_1: ... what is the last four of the Social for the patient?

Speaker speaker_2: I don't think she has that on file. Let me take a look here. Uh, 6883.

Speaker speaker_1: And their first and last name?

Speaker speaker_2: Okay. Nicole is her first name, and Fallas with, um, the first letter of Frank, A-L-L-A-S.

Speaker speaker_1: And would you be able to verify their address and date of birth?

Speaker speaker_2: Date of birth is July 27th, 1989. Her address is 13441 Sunny Ridge Street in the city of Hesperia, 92344.

Speaker speaker_1: Okay. Thank you for that. Um, and this-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... is for medical, right?

Speaker speaker_2: That is correct.

Speaker speaker_1: Okay. Um, so they have e- they do have coverage for medical. Um, the medical plan that they're enrolled into is a combination of two different insurance carriers, um, and it is currently active. The preventative services are with 90 Degree Benefits, and then, um-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... the non-preventative benefits are with American Public Life.

Speaker speaker_2: Okay, Public Life. Do, uh, you have a number for them? So for my billing, is it gonna, am I gonna be billing, um, 90 Degrees for their claims, or am I gonna bill American Public Life?

Speaker speaker_1: I believe it just depends on like the, the type of, uh, visit they have. Like, if it's for like preventative care, that would go towards the 90 Degrees. If it's non-preventative-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... it would go towards APL, American Public Life.

Speaker speaker_2: Oh, is that wh- okay. 'Cause I had heard that through the prompt, and I didn't know what APL stood for, 'cause I was tryin', I've been trying to contact you guys for about 40 minutes. Um, okay, so then is there any way that I could verify, um, if she has a co-pay with American Public Life? 'Cause she's being seen for a non-preventative visit today.

Speaker speaker_1: Um, so the way that the insurance works, there, I don't, let me double check before...

Speaker speaker_2: Okay.

Speaker speaker_1: So I know some things have a co-pay. Like, uh, primary care visits, there's a \$10 co-pay.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Specialist care is \$50 co-pay and urgent care is \$60 co-pay.

Speaker speaker_2: Okay. Okay. Urgent care. Is there any way that I can have something faxed over so I can put it in her chart that will cover her for the month if she needed to be seen, um, anywhere else with our facilities?

Speaker speaker_1: Um, I- I'm not sure that I would, with us just being the administrators, I- I'm not sure that we could do that. Maybe I can give you the phone number for the insurance carriers, and maybe they can send something over.

Speaker speaker_2: Okay. So for 90 Degrees, it's not the claims number that they have on file. This is the number I called, the 800 for the 90 Degree Benefit for the preventive side. Is that not the number for a provider to call?

Speaker speaker_1: So, i- it possibly is. I know if you choose the wrong option, it will ch-transfer over to us. So the number should be 800-833-4296.

Speaker speaker_2: Mm-hmm. Okay.

Speaker speaker_1: And you just want to make sure to hit option one on the prompt system.

Speaker speaker_2: Okay, and then for APL?

Speaker speaker_1: Their phone number is 800, uh, 256-

Speaker speaker_2: Uh-huh. Okay.

Speaker speaker_1: ... 8606.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay, I understand now. Okay. Um, so I'm gonna go ahead and give them a call.

Speaker speaker_1: All righty. Uh, but I do see that they're enrolled and-

Speaker speaker_2: Thank you.

Speaker speaker_1: ... active, so they should be good to go from there.

Speaker speaker_2: Okay, Miss Victoria. Thank you so much for your time.

Speaker speaker_1: Yes, ma'am. Have a good day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye-bye.