

## **Transcript: VICTORIA**

**Taylor-5483588125507584-4589329696473088**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on the Card. This is Victoria. How can I help you? Hello. This is Melanie with Dr. Baucom and Dr. Mina's office, and I was just needing to get benefits on a patient. Okay. Do you have the last four of their Social? I do not. Okay. Um, I would actually need that information. Oh, I had called earlier and they were- said they were able to look up by first and last name, and then apparently I had the first name spelled wrong. And I do have a member ID number, so I would be able to look it up by those. Um, I wouldn't be able to look it up by a member ID. I can try their name, but if, if- Okay. ... multiple files come up, I might need to verify the Social. Okay. Um, first name, Tamaria, T-A-M-A-R-I-A. And last name, McDaniel, M-C-D-A-N-I-E-L. Can you verify their date of birth or address? Mm-hmm. Uh, date of birth is 6/26/1976. And then I can get you, um, address. Let's see. Let me pull her up. All right, address I have 1420 Post Oak Drive, Apartment B, Atlanta, Georgia 30021. Okay. And you said your name is Melanie and you're with Doctor... Um, it's Baucom, B-A-U-C-O-M, and Mina, M-I-N-A. Derm Surgery. Okay, so that's Dr. B-A-U-C-O-M? Mm-hmm. And then, uh, Dr. Mina as well? Correct, mm-hmm. Okay. Um, let's see. So I do see that they have a, uh, hospital indemnity plan that's- Mm-hmm. ... currently active with American Public Life. Okay. So does it only cover hospital settings? Um, no, I do see that there's coverage for, uh, physicians' offices as well. Okay. Um, there's also, you know, coverage on, um... I'm trying to pull it up, on things like urgent care, um, hospitalization, emergency room. So we would have, we would be an specialist with a dermatologist, and then we have a, um, ambulatory surgery center, so it'd be for physician charges and the surgery center charges? Okay. And you might need to speak with the actual insurance carrier directly. We're just- Okay. ... the administers. Um, I can give you their phone number if you'd like. Yeah, that'd be great. Okay. So it is American Public Life, and their phone number is 800- Okay. ... 256- Okay. ... 8606. All righty. Thank you very much. You're welcome. Have a wonderful day. You too. Bye-bye. Okay.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on the Card. This is Victoria. How can I help you?

Speaker speaker\_2: Hello. This is Melanie with Dr. Baucom and Dr. Mina's office, and I was just needing to get benefits on a patient.

Speaker speaker\_1: Okay. Do you have the last four of their Social?

Speaker speaker\_2: I do not.

Speaker speaker\_1: Okay. Um, I would actually need that information.

Speaker speaker\_2: Oh, I had called earlier and they were- said they were able to look up by first and last name, and then apparently I had the first name spelled wrong. And I do have a member ID number, so I would be able to look it up by those.

Speaker speaker\_1: Um, I wouldn't be able to look it up by a member ID. I can try their name, but if, if-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... multiple files come up, I might need to verify the Social.

Speaker speaker\_2: Okay. Um, first name, Tamaria, T-A-M-A-R-I-A. And last name, McDaniel, M-C-D-A-N-I-E-L.

Speaker speaker\_1: Can you verify their date of birth or address?

Speaker speaker\_2: Mm-hmm. Uh, date of birth is 6/26/1976. And then I can get you, um, address. Let's see. Let me pull her up. All right, address I have 1420 Post Oak Drive, Apartment B, Atlanta, Georgia 30021.

Speaker speaker\_1: Okay. And you said your name is Melanie and you're with Doctor...

Speaker speaker\_2: Um, it's Baucom, B-A-U-C-O-M, and Mina, M-I-N-A. Derm Surgery.

Speaker speaker\_1: Okay, so that's Dr. B-A-U-C-O-M?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And then, uh, Dr. Mina as well?

Speaker speaker\_2: Correct, mm-hmm.

Speaker speaker\_1: Okay. Um, let's see. So I do see that they have a, uh, hospital indemnity plan that's-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... currently active with American Public Life.

Speaker speaker\_2: Okay. So does it only cover hospital settings?

Speaker speaker\_1: Um, no, I do see that there's coverage for, uh, physicians' offices as well.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, there's also, you know, coverage on, um... I'm trying to pull it up, on things like urgent care, um, hospitalization, emergency room.

Speaker speaker\_2: So we would have, we would be an specialist with a dermatologist, and then we have a, um, ambulatory surgery center, so it'd be for physician charges and the surgery center charges?

Speaker speaker\_1: Okay. And you might need to speak with the actual insurance carrier directly. We're just-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... the administers. Um, I can give you their phone number if you'd like.

Speaker speaker\_2: Yeah, that'd be great.

Speaker speaker\_1: Okay. So it is American Public Life, and their phone number is 800-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... 256-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... 8606.

Speaker speaker\_2: All righty. Thank you very much.

Speaker speaker\_1: You're welcome. Have a wonderful day.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Okay.