

Transcript: VICTORIA

Taylor-5502672278601728-6672557683720192

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hi, Victoria. This is Alva calling from a provider's office, uh, trying to check, um, eligibility and benefits for a patient. Uh, can you help me? Sure. What's the name of the provider's office you work for? Uh, Loan Star Eye Care. Dr. Matthew McMenamy. You said Loan Star Eye Care? Uh-huh. Okay. Is that L-O-A-N? Uh, yes. Gotcha. Um, do you have the last four of the patient's social? Um, I don't. He gave me an ID number that starts with the letter D as in delta. Okay. Um, I don't have a way to pull it up by that. What's his first and last name? It's, uh, Mathis. M-A-T-H-I-S. Last name is Greer. G as in girl, R-E-E-R. Would you be able to verify their date of birth and address? I have his date of birth. That's all I have. Okay. And it's December 31st, 1980. Okay. And I also have this phone number as well. What is the phone number? I have 281-300-7605. Okay. I have a different phone number. Um, does it say on that ID card anywhere Carlton Staffing? Um, he doesn't... He's a new patient to us and that's what we're trying to figure out, what insurance he's got. He has no idea. Um, so he gave us this phone number to call that's on the back of his card and he also gave us the network, uh, phone number which is through MultiPlan. And that's all the information we have. He has no clue what insurance he's got. Any, you know- Yeah, but on the... On the actual ID card, does it say Carlton Staffing? We don't have a copy of the card and he doesn't know. We asked him what- what's on the card, like the name on the card and he does- he doesn't know. All he knows is it's a MultiPlan. Um, so we were trying to figure out what- what's the name of the insurance on his, his card. Okay. Yeah, I mean, s- typically for us to be able to verify coverage, we would have to have the last four of their social, their name, be able to verify their address and date of birth. Um... I see that there... We have a file for a Mathis Greer with Carlton Staffing and it looks like they only have, uh, medical insurance currently which is through, uh, 90 Degree Benefits. Okay. 90 Degree. Okay. Let me call him again and to try to get more details. Okay. Yeah, I don't see... Are you calling specifically for vision coverage? No, this is for, for medical issue. He's got a sty on his left eye. So this will be under medical insurance. Yeah, the medical plan that he's enrolled into is a preventative medical plan, but it is with 90 Degree Benefits. I see. Okay. Okay. And you said the date of birth was 12/31/80, correct? Yes. Okay. I believe I'm looking at the correct file. Okay. All right. Thank you so much. You're welcome. 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 on a Card, this is Victoria. How can I help you?

Speaker speaker_2: Hi, Victoria. This is Alva calling from a provider's office, uh, trying to check, um, eligibility and benefits for a patient. Uh, can you help me?

Speaker speaker_1: Sure. What's the name of the provider's office you work for?

Speaker speaker_2: Uh, Loan Star Eye Care. Dr. Matthew McMenamy.

Speaker speaker_1: You said Loan Star Eye Care?

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Okay. Is that L-O-A-N?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: Gotcha. Um, do you have the last four of the patient's social?

Speaker speaker_2: Um, I don't. He gave me an ID number that starts with the letter D as in delta.

Speaker speaker_1: Okay. Um, I don't have a way to pull it up by that. What's his first and last name?

Speaker speaker_2: It's, uh, Mathis. M-A-T-H-I-S. Last name is Greer. G as in girl, R-E-E-R.

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

Speaker speaker_2: I have his date of birth. That's all I have.

Speaker speaker_1: Okay.

Speaker speaker_2: And it's December 31st, 1980.

Speaker speaker_1: Okay.

Speaker speaker_2: And I also have this phone number as well.

Speaker speaker_1: What is the phone number?

Speaker speaker_2: I have 281-300-7605.

Speaker speaker_1: Okay. I have a different phone number. Um, does it say on that ID card anywhere Carlton Staffing?

Speaker speaker_2: Um, he doesn't... He's a new patient to us and that's what we're trying to figure out, what insurance he's got. He has no idea. Um, so he gave us this phone number to call that's on the back of his card and he also gave us the network, uh, phone number which is through MultiPlan. And that's all the information we have. He has no clue what insurance he's got. Any, you know-

Speaker speaker_1: Yeah, but on the... On the actual ID card, does it say Carlton Staffing?

Speaker speaker_2: We don't have a copy of the card and he doesn't know. We asked him what- what's on the card, like the name on the card and he does- he doesn't know. All he knows is it's a MultiPlan. Um, so we were trying to figure out what- what's the name of the insurance on his, his card.

Speaker speaker_1: Okay. Yeah, I mean, s- typically for us to be able to verify coverage, we would have to have the last four of their social, their name, be able to verify their address and date of birth. Um... I see that there... We have a file for a Mathis Greer with Carlton Staffing and it looks like they only have, uh, medical insurance currently which is through, uh, 90 Degree Benefits.

Speaker speaker_2: Okay. 90 Degree. Okay. Let me call him again and to try to get more details.

Speaker speaker_1: Okay. Yeah, I don't see... Are you calling specifically for vision coverage?

Speaker speaker_2: No, this is for, for medical issue. He's got a sty on his left eye. So this will be under medical insurance.

Speaker speaker_1: Yeah, the medical plan that he's enrolled into is a preventative medical plan, but it is with 90 Degree Benefits.

Speaker speaker_2: I see. Okay. Okay.

Speaker speaker_1: And you said the date of birth was 12/31/80, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. I believe I'm looking at the correct file.

Speaker speaker_2: Okay. All right. Thank you so much.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye-bye.