Transcript: VICTORIA Taylor-5799411138871296-6509472756711424

Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Hi, Victoria. This is Zara from the provider's office to check on the claim status. At Benefits in a Card, we do not process claims. The most I would be able to do is pull up the patient's file and see if it was active during the date of service. For the actual claim you got issues, you'll have to reach out to the carrier. Okay. Could you please verify the patient eligibility as of now? Okay. What's your name and the name of the provider's office you're with? Uh, I'm Zara. That is spelled as Zulu, Alpha, Romeo, Alpha. And the facility provider's name is WellStar Cobb Hospital. What is the f- beginning of that? Can you spell it for me? Yeah. My name, my name is Zara. That is Zulu, Alpha, Romeo, Alpha. So Z-A... R-A. Okay. And then the name of the provider's office? The provider's name is WellStar Cobb Hospital. Okay. Can you spell that first part of the name out for me, please? I'm not understanding it. Sure. And that is WellStar. W, W as in whiskey, E as in echo, L as in lima, L as in lima, S as in sierra, T as in tango, A as in alpha, R as in romeo. WellStar- Well- And the second. Okay. So WellStar Hospital? WellStar Cobb Hospital, um, that is spelled as C as in Charlie, O as in Oscar, B as in Bravo, B as in Bravo. Cobb? C-O-B-B? Yes. Yeah, that is right. That is WellStar Cobb Hospital. Okay. What is the last four digits of the patient's social? That is 7680. And their first and last name? Zanya Joseph. Is Joseph the last name or the first name? The first name is Zanya. That is spelled as Z as in Zulu, A as in alpha, N as in number, I as in India, A as in alpha. And the last name is Joseph. That is spelled as J as in Juliet, O as in Oscar, S as in sierra, E as in echo, P as in peter, and H as in hotel. Can you verify their date of birth and address? Sure. Uh, the date of birth is June 8th of 1996. Okay. And their current mailing address? Yeah. The mailing address here is P.O. Box 21704. Um, you're asking about the insurance mailing address. Am I right? No, the member's mailing address. Member's mailing address. Actually, we don't have the member's mailing address. Okay. Give me one second. We do have only the residential address of the member. Okay. So I'm pulling up multiple files for this member, but none of these files have active coverage. Okay. What is the date of service you're looking for? That is March 11 of 2025. March 11 '25? Is that correct? Yeah. That's right. March 11, 2025. Okay. Give me one second. I'm just double-checking. Okay. None of the files I have for this member show active coverage for that date. Okay. May I know when did the patient was active for the last time? Well, that, I mean, we have... We work for multiple staffing agencies, so these files are with different, um, employers. Uh- Mm-hmm. Um... It doesn't look like they've had active coverage with us since 2021. Okay. And I can't go back that far to see the specific dates, unfortunately. Okay. No problem. Uh, could you please verify when did the patient update the last COB? Okay. So again, we're just the administers. We're not the actual insurance company. You might have to reach out to the carrier to get that information. We don't handle EOBs. Mm-hmm. Okay. Thank you so much for that, Victoria. Could you please provide me the call

reference number? Um, I don't have a call reference number. You can just use my name, Victoria. Last initial is T. Okay. Thank you so much for your assistance. Have a great day next time talking to you. Yes, ma'am. You too. Bye-bye. Bye for...

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, Victoria. This is Zara from the provider's office to check on the claim status.

Speaker speaker_0: At Benefits in a Card, we do not process claims. The most I would be able to do is pull up the patient's file and see if it was active during the date of service. For the actual claim you got issues, you'll have to reach out to the carrier.

Speaker speaker_1: Okay. Could you please verify the patient eligibility as of now?

Speaker speaker_0: Okay. What's your name and the name of the provider's office you're with?

Speaker speaker_1: Uh, I'm Zara. That is spelled as Zulu, Alpha, Romeo, Alpha. And the facility provider's name is WellStar Cobb Hospital.

Speaker speaker_0: What is the f- beginning of that? Can you spell it for me?

Speaker speaker_1: Yeah. My name, my name is Zara. That is Zulu, Alpha, Romeo, Alpha.

Speaker speaker_0: So Z-A...

Speaker speaker_1: R-A.

Speaker speaker_0: Okay. And then the name of the provider's office?

Speaker speaker_1: The provider's name is WellStar Cobb Hospital.

Speaker speaker_0: Okay. Can you spell that first part of the name out for me, please? I'm not understanding it.

Speaker speaker_1: Sure. And that is WellStar. W, W as in whiskey, E as in echo, L as in lima, L as in lima, S as in sierra, T as in tango, A as in alpha, R as in romeo. WellStar-

Speaker speaker_0: Well-

Speaker speaker_1: And the second.

Speaker speaker_0: Okay. So WellStar Hospital?

Speaker speaker_1: WellStar Cobb Hospital, um, that is spelled as C as in Charlie, O as in Oscar, B as in Bravo, B as in Bravo.

Speaker speaker_0: Cobb? C-O-B-B?

Speaker speaker_1: Yes. Yeah, that is right. That is WellStar Cobb Hospital.

Speaker speaker_0: Okay. What is the last four digits of the patient's social?

Speaker speaker_1: That is 7680.

Speaker speaker_0: And their first and last name?

Speaker speaker_1: Zanya Joseph.

Speaker speaker_0: Is Joseph the last name or the first name?

Speaker speaker_1: The first name is Zanya. That is spelled as Z as in Zulu, A as in alpha, N as in number, I as in India, A as in alpha. And the last name is Joseph. That is spelled as J as in Juliet, O as in Oscar, S as in sierra, E as in echo, P as in peter, and H as in hotel.

Speaker speaker_0: Can you verify their date of birth and address?

Speaker speaker_1: Sure. Uh, the date of birth is June 8th of 1996.

Speaker speaker_0: Okay. And their current mailing address?

Speaker speaker_1: Yeah. The mailing address here is P.O. Box 21704. Um, you're asking about the insurance mailing address. Am I right?

Speaker speaker_0: No, the member's mailing address.

Speaker speaker_1: Member's mailing address. Actually, we don't have the member's mailing address.

Speaker speaker_0: Okay. Give me one second.

Speaker speaker_1: We do have only the residential address of the member.

Speaker speaker_0: Okay. So I'm pulling up multiple files for this member, but none of these files have active coverage.

Speaker speaker_1: Okay.

Speaker speaker_0: What is the date of service you're looking for?

Speaker speaker_1: That is March 11 of 2025.

Speaker speaker_0: March 11 '25? Is that correct?

Speaker speaker_1: Yeah. That's right. March 11, 2025.

Speaker speaker_0: Okay. Give me one second. I'm just double-checking. Okay. None of the files I have for this member show active coverage for that date.

Speaker speaker_1: Okay. May I know when did the patient was active for the last time?

Speaker speaker_0: Well, that, I mean, we have... We work for multiple staffing agencies, so these files are with different, um, employers. Uh-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um... It doesn't look like they've had active coverage with us since 2021.

Speaker speaker_1: Okay.

Speaker speaker_0: And I can't go back that far to see the specific dates, unfortunately.

Speaker speaker_1: Okay. No problem. Uh, could you please verify when did the patient update the last COB?

Speaker speaker_0: Okay. So again, we're just the administers. We're not the actual insurance company. You might have to reach out to the carrier to get that information. We don't handle EOBs.

Speaker speaker_1: Mm-hmm. Okay. Thank you so much for that, Victoria. Could you please provide me the call reference number?

Speaker speaker_0: Um, I don't have a call reference number. You can just use my name, Victoria. Last initial is T.

Speaker speaker_1: Okay. Thank you so much for your assistance. Have a great day next time talking to you.

Speaker speaker_0: Yes, ma'am. You too. Bye-bye.

Speaker speaker_1: Bye for...