

Transcript: VICTORIA

Taylor-6080029856546816-5969930047635456

Full Transcript

Thank you for calling Benefits Center Card, this is Victoria. How can I help you? Hi, yes, my name is Justine. I'm calling from, um, U of L General Surgeries doctor's office. Um, we just want to make sure our patient has active insurance or not. Okay. And I'm sorry, what's the name of the provider's office you're calling from again? It's- m- it's U of L General Surgeries, so University of Louisville Physicians General Surgeries Office, for Dr. Theuer, and that's T-H-E-U-E-R. Okay. Um, can you say that one more time but a little bit slower so I can- ... write it down? Sorry. Yes. No, you're good. It's, um, Dr. Theuer, T-H-E-U-E-R. T-H-E-U-E-R? Yes. I do have- Okay. ... like NPIs and tax IDs if you guys need those. No worries, I just had to validate the name of the office. And what's the, uh, last four of the member's, uh, or the patient's Social? 2144. And their first and last name? Gel, and then last name is Aho, Ahoy. I'm probably saying it wrong, A- uh, A-h-o. So A as in apple, H as in hat and O as in orange. Okay. Uh, d- would you be able to verify their address and date of birth? Yeah. Uh, address is 10729 Virgo Road, Baghdad, Kentucky 40003. And then, um, date of birth was 5/28/65. Okay. And that's Virgo. I'm sorry, I always say Virgo. No worries. Um, so I do see that they have, um... Is this for medical? Yeah. Okay, yeah, so they have two different medical plans and it is currently active. Okay, perfect. Um, is- is there... Can they go with, like, see anybody just to make sure, like, that we are in their, like, in-network for the patient? Um, so I know, like, their preventative services, they have to stay within the multi-plan network, um, but- Okay. ... they do also have a hospital indemnity plan which covers, like, the non-preventative's- Okay. ... uh, that, they do not have to stay in network. Perfect. Per- okay. Uh, do you have a reference number or anything, just so I can jot down that I have verified this? Um, I don't have a reference number- ... but I think some people just do, like, my name and the date. Yes. Yeah, I can do that. All righty. And what'd you say your name was again? Oh, I'm sorry, Victoria. Perfect. Thank you so much. You're welcome. You have a wonderful day. You too, thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Card, this is Victoria. How can I help you?

Speaker speaker_1: Hi, yes, my name is Justine. I'm calling from, um, U of L General Surgeries doctor's office. Um, we just want to make sure our patient has active insurance or not.

Speaker speaker_0: Okay. And I'm sorry, what's the name of the provider's office you're calling from again?

Speaker speaker_1: It's- m- it's U of L General Surgeries, so University of Louisville Physicians General Surgeries Office, for Dr. Theuer, and that's T-H-E-U-E-R.

Speaker speaker_0: Okay. Um, can you say that one more time but a little bit slower so I can- ... write it down? Sorry.

Speaker speaker_1: Yes. No, you're good. It's, um, Dr. Theuer, T-H-E-U-E-R.

Speaker speaker_0: T-H-E-U-E-R?

Speaker speaker_1: Yes. I do have-

Speaker speaker_0: Okay.

Speaker speaker_1: ... like NPIs and tax IDs if you guys need those.

Speaker speaker_0: No worries, I just had to validate the name of the office. And what's the, uh, last four of the member's, uh, or the patient's Social?

Speaker speaker_1: 2144.

Speaker speaker_0: And their first and last name?

Speaker speaker_1: Gel, and then last name is Aho, Ahoy. I'm probably saying it wrong, A-uh, A-h-o. So A as in apple, H as in hat and O as in orange.

Speaker speaker_0: Okay. Uh, d- would you be able to verify their address and date of birth?

Speaker speaker_1: Yeah. Uh, address is 10729 Virgo Road, Baghdad, Kentucky 40003. And then, um, date of birth was 5/28/65.

Speaker speaker_0: Okay.

Speaker speaker_1: And that's Virgo. I'm sorry, I always say Virgo.

Speaker speaker_0: No worries. Um, so I do see that they have, um... Is this for medical?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, yeah, so they have two different medical plans and it is currently active.

Speaker speaker_1: Okay, perfect. Um, is- is there... Can they go with, like, see anybody just to make sure, like, that we are in their, like, in-network for the patient?

Speaker speaker_0: Um, so I know, like, their preventative services, they have to stay within the multi-plan network, um, but-

Speaker speaker_1: Okay.

Speaker speaker_0: ... they do also have a hospital indemnity plan which covers, like, the non-preventative's-

Speaker speaker_1: Okay.

Speaker speaker_0: ... uh, that, they do not have to stay in network.

Speaker speaker_1: Perfect. Per- okay. Uh, do you have a reference number or anything, just so I can jot down that I have verified this?

Speaker speaker_0: Um, I don't have a reference number- ... but I think some people just do, like, my name and the date.

Speaker speaker_1: Yes. Yeah, I can do that.

Speaker speaker_0: All righty.

Speaker speaker_1: And what'd you say your name was again?

Speaker speaker_0: Oh, I'm sorry, Victoria.

Speaker speaker_1: Perfect. Thank you so much.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too, thank you. Bye-bye.

Speaker speaker_0: Bye-bye.