

Transcript: VICTORIA

Taylor-6144009768321024-5818617152978944

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Toria. This is Shawn. Instead of my last name is M like in Mike. I'm calling from, uh, doctor's office. I'm looking for the patient's eligibility and benefits, first specialist office visit from... for the medical. Okay. You said your name is Shawn? Yes. And what's the name of the provider's office? Yeah, the provider's name is Albina Piss. Can you spell that for me? Yeah. It is A for alpha, L for lima, B for bravo, I for India, N for Nancy, A for alpha. The last name is P for papa, A for alpha, C for charlie, E for echo. Is that the name of the prov- the, the doctor's office or is that the name of the doctor? It's the d- doctor's name and office also. You mean, you mean, you want the facility name? Yes. Uh-huh. Yeah. The facility name is Memorial City Cardiology Associates. What was the, the first part of that? Memorial City Cardiology Associates. Okay. Can you spell the first part of that? I'm not understanding. I'm sorry. Okay. Sure. No problem. It is M- Memorial, M-E-M-O-R-I-A-L and C-I-T-Y, City. And the next one, Cardiology, C-A-R-D-I-O-L-O-G-Y. And- Okay. That's it. You got it? Yes. So Memorial City- Okay. ... Cardiology Associates? Yes. O- oh, God. Thanks. Okay. Do you have the last four digits of the patient's social? Uh, actually I have a policy number. Okay. I don't have a way to look it up by the policy number. What's the, the patient's first and last name? Uh, okay. I'm going to sub- uh, subscribe by the ID, Social Security number for the last. It is- Okay. So I'm ex- ... 6-5... Sorry? Is this the Social Security number? Yes. Yes. Okay. 6506. ... 06. And then the patient's first and last name? Michelle. M-I-T-C-H-E-L-L-E. The last name is Hall. H-A-L-L. Would you be able to verify their date of birth as well? Okay. December 31st, 1974. Okay. Give me just one second. Okay. Okay. And I'm sorry, what is your name again? John. J-O-H-N. Okay. Let's see. So I do see that they have a couple different things. Uh, they have medical. Is this for medical? Yes. It is medical. Okay. So they do have a medical policy with American Public Life and it is currently active. Yeah. May I know effective date also? The effective date, it looks like it just became active on March 10th of 2025. So what's the plan type it is? What, what type of plan it is? Yes. Yes, yes. It's a hospital indemnity plan. I'm asking that, is there any PPO or HMO plan? Primary... I, I, I'm not too sure about that, to be honest with you. You might have to verify that with the insurance company. Uh, the type of plan that I'm aware of this is, is a hospital indemnity plan. Okay. Uh, there is any phone number for this, that, um, international- The insurance car- ... for my- The... Again, the insurance carrier is American Public Life and their phone number is going to be, 800-256-8606. Thank you. Thank you so much. It is, 800-256-8606. Am I right? Yes, sir. Thank you. Thank you so much for the valuable information again. Have a great day and take care. Bye-bye. Thank you. Thank you. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, Toria. This is Shawn. Instead of my last name is M like in Mike. I'm calling from, uh, doctor's office. I'm looking for the patient's eligibility and benefits, first specialist office visit from... for the medical.

Speaker speaker_0: Okay. You said your name is Shawn?

Speaker speaker_1: Yes.

Speaker speaker_0: And what's the name of the provider's office?

Speaker speaker_1: Yeah, the provider's name is Albina Piss.

Speaker speaker_0: Can you spell that for me?

Speaker speaker_1: Yeah. It is A for alpha, L for lima, B for bravo, I for India, N for Nancy, A for alpha. The last name is P for papa, A for alpha, C for charlie, E for echo.

Speaker speaker_0: Is that the name of the prov- the, the doctor's office or is that the name of the doctor?

Speaker speaker_1: It's the d- doctor's name and office also. You mean, you mean, you want the facility name?

Speaker speaker_0: Yes. Uh-huh.

Speaker speaker_1: Yeah. The facility name is Memorial City Cardiology Associates.

Speaker speaker_0: What was the, the first part of that?

Speaker speaker_1: Memorial City Cardiology Associates.

Speaker speaker_0: Okay. Can you spell the first part of that? I'm not understanding. I'm sorry.

Speaker speaker_1: Okay. Sure. No problem. It is M- Memorial, M-E-M-O-R-I-A-L and C-I-T-Y, City. And the next one, Cardiology, C-A-R-D-I-O-L-O-G-Y. And-

Speaker speaker_0: Okay.

Speaker speaker_1: That's it. You got it?

Speaker speaker_0: Yes. So Memorial City-

Speaker speaker_1: Okay.

Speaker speaker_0: ... Cardiology Associates?

Speaker speaker_1: Yes. O- oh, God. Thanks.

Speaker speaker_0: Okay. Do you have the last four digits of the patient's social?

Speaker speaker_1: Uh, actually I have a policy number.

Speaker speaker_0: Okay. I don't have a way to look it up by the policy number. What's the, the patient's first and last name?

Speaker speaker_1: Uh, okay. I'm going to sub- uh, subscribe by the ID, Social Security number for the last. It is-

Speaker speaker_0: Okay. So I'm ex-

Speaker speaker_1: ... 6-5... Sorry?

Speaker speaker_0: Is this the Social Security number?

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: Okay. 6506.

Speaker speaker_1: ... 06.

Speaker speaker_0: And then the patient's first and last name?

Speaker speaker_1: Mitchelle. M-I-T-C-H-E-L-L-E. The last name is Hall. H-A-L-L.

Speaker speaker_0: Would you be able to verify their date of birth as well?

Speaker speaker_1: Okay. December 31st, 1974.

Speaker speaker_0: Okay. Give me just one second.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. And I'm sorry, what is your name again?

Speaker speaker_1: John. J-O-H-N.

Speaker speaker_0: Okay. Let's see. So I do see that they have a couple different things. Uh, they have medical. Is this for medical?

Speaker speaker_1: Yes. It is medical.

Speaker speaker_0: Okay. So they do have a medical policy with American Public Life and it is currently active.

Speaker speaker_1: Yeah. May I know effective date also?

Speaker speaker_0: The effective date, it looks like it just became active on March 10th of 2025.

Speaker speaker_1: So what's the plan type it is?

Speaker speaker_0: What, what type of plan it is?

Speaker speaker_1: Yes. Yes, yes.

Speaker speaker_0: It's a hospital indemnity plan.

Speaker speaker_1: I'm asking that, is there any PPO or HMO plan? Primary...

Speaker speaker_0: I, I, I'm not too sure about that, to be honest with you. You might have to verify that with the insurance company. Uh, the type of plan that I'm aware of this is, is a hospital indemnity plan.

Speaker speaker_1: Okay. Uh, there is any phone number for this, that, um, international-

Speaker speaker_0: The insurance car-

Speaker speaker_1: ... for my-

Speaker speaker_0: The... Again, the insurance carrier is American Public Life and their phone number is going to be, 800-256-8606.

Speaker speaker_1: Thank you. Thank you so much. It is, 800-256-8606. Am I right?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Thank you. Thank you so much for the valuable information again. Have a great day and take care. Bye-bye. Thank you.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.