

Transcript: VICTORIA

Taylor-6519044423335936-4802326063792128

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling 25Carly, this is ... how can I help you? Hi, Victoria. My name is ... Can I help you? Uh, yes. I'm calling from McLeod Orthopedics Florence to check on a claim status. Could you please help me with that? Okay. I'm sorry. There's a lot of background noise. Where are you calling from? Yes. I'm calling from McLeod Orthopedics Florence to check on a claim status. Okay. So we're just benefits administrators. We wouldn't have a, a status on the claim. You'll have to reach out to the insurance carrier directly. The only thing I would be able to do is pull up the patient's file and see if their coverage was active during the date of ... Okay. Do you have the last four of their Social? Um, I'm sorry. I don't have the Social Security number. I do have the member ID, date of service, and I mean, uh, date of birth and the member's name. Could you try to pull up with that? Yeah. Unfortunately, I have to have the Social Security number. Do you know the name of the insurance carrier that they're with? It is BHCS. BHCS? Yes, that's correct. That's not a insurance carrier that we work with. Okay. One moment. I'll check with that. I don't see, um, uh, SNS has coverage and benefits. I mean, I'm sorry, if SNS has care strategies. Yeah. That's not us either. I think you might have the wrong number. Okay.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling 25Carly, this is ... how can I help you?

Speaker speaker_1: Hi, Victoria. My name is ... Can I help you? Uh, yes. I'm calling from McLeod Orthopedics Florence to check on a claim status. Could you please help me with that?

Speaker speaker_0: Okay. I'm sorry. There's a lot of background noise. Where are you calling from?

Speaker speaker_1: Yes. I'm calling from McLeod Orthopedics Florence to check on a claim status.

Speaker speaker_0: Okay. So we're just benefits administrators. We wouldn't have a, a status on the claim. You'll have to reach out to the insurance carrier directly. The only thing I would be able to do is pull up the patient's file and see if their coverage was active during the date of ...

Speaker speaker_1: Okay.

Speaker speaker_0: Do you have the last four of their Social?

Speaker speaker_1: Um, I'm sorry. I don't have the Social Security number. I do have the member ID, date of service, and I mean, uh, date of birth and the member's name. Could you try to pull up with that?

Speaker speaker_0: Yeah. Unfortunately, I have to have the Social Security number. Do you know the name of the insurance carrier that they're with?

Speaker speaker_1: It is BHCS.

Speaker speaker_0: BHCS?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: That's not a insurance carrier that we work with. Okay.

Speaker speaker_1: One moment. I'll check with that. I don't see, um, uh, SNS has coverage and benefits. I mean, I'm sorry, if SNS has care strategies.

Speaker speaker_0: Yeah. That's not us either. I think you might have the wrong number.

Speaker speaker_1: Okay.