Transcript: Chris Sofield (deactivated)-5598072994217984-6340595658211328

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Um, yes, hi. My name is Frances. I'm calling with Lyric Health. Uh, we're a total health service. The, uh, benefit list provided here on the, uh, for the patient and, um, I was calling because our doctor has provided a referral for this patient to follow up. Um, however, I don't... I, I'm a little confused because he has provided his card here and I'm trying to get the full name of his insurance. Do you guys happen to have that information? Uh, yeah. We... I might be able to pull that up for you. What's that- Okay. ... patient's first and last name? His first name, uh, Dominic, D-O-M-I-N-I-C. And then last name is Everett, E-V-E-R-E-T-T. Okay. And do you have his date of birth? Yes. It is 6/24/2003. Okay. One moment. Mm-hmm. You're just trying to get the name of the insurance provider for- Correct. ... his medical? Yes. Correct. Yes. Okay. I, I, I... Um, he's uploaded it on here but there's so many and, and when I try to put it in our system, none of the names that are listed on the card are, are showing. Okay. Yeah. The, uh... For his... Let's see here. Looks like his medical is through 90 Degree Benefits. Oh, okay. Yeah. I put that on there. It don't... It won't show. Okay. Um, do you know if y'all are able to, uh, fax, uh, the patient's, uh, eligibility for medical? That would be... That would be specifically something that you would need to get from 90 Degree. Um, I can give you their- Gotcha. Okay. ... phone number, so you can reach out to them for that if you need it. Yes, please. All right. So, it's going to be 800- Uh-huh. ... 833- Mm-hmm. ... 4296. And when you call that number, press option one. Option one. Okay. Thank you. You're welcome. Thanks for calling. Have a good one. Thank you. You too. Bye-bye. Bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Um, yes, hi. My name is Frances. I'm calling with Lyric Health. Uh, we're a total health service. The, uh, benefit list provided here on the, uh, for the patient and, um, I was calling because our doctor has provided a referral for this patient to follow up. Um, however, I don't... I, I'm a little confused because he has provided his card here and I'm trying to get the full name of his insurance. Do you guys happen to have that information?

Speaker speaker_1: Uh, yeah. We... I might be able to pull that up for you. What's that-

Speaker speaker_2: Okay.

Speaker speaker_1: ... patient's first and last name?

Speaker speaker_2: His first name, uh, Dominic, D-O-M-I-N-I-C. And then last name is Everett, E-V-E-R-E-T-T.

Speaker speaker_1: Okay. And do you have his date of birth?

Speaker speaker_2: Yes. It is 6/24/2003.

Speaker speaker_1: Okay. One moment.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: You're just trying to get the name of the insurance provider for-

Speaker speaker_2: Correct.

Speaker speaker_1: ... his medical?

Speaker speaker_2: Yes. Correct. Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: I, I, I... Um, he's uploaded it on here but there's so many and, and when I try to put it in our system, none of the names that are listed on the card are, are showing.

Speaker speaker_1: Okay. Yeah. The, uh... For his... Let's see here. Looks like his medical is through 90 Degree Benefits.

Speaker speaker_2: Oh, okay. Yeah. I put that on there. It don't... It won't show. Okay. Um, do you know if y'all are able to, uh, fax, uh, the patient's, uh, eligibility for medical?

Speaker speaker_1: That would be... That would be specifically something that you would need to get from 90 Degree. Um, I can give you their-

Speaker speaker_2: Gotcha. Okay.

Speaker speaker_1: ... phone number, so you can reach out to them for that if you need it.

Speaker speaker_2: Yes, please.

Speaker speaker_1: All right. So, it's going to be 800-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... 833-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 4296. And when you call that number, press option one.

Speaker speaker_2: Option one. Okay. Thank you.

Speaker speaker_1: You're welcome. Thanks for calling. Have a good one.

Speaker speaker_2: Thank you. You too. Bye-bye.

Speaker speaker_1: Bye now.