

## Transcript: Estefania

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits at a Card. My name is Stephanie. How can I assist you? Yes. Hi, Stephanie. My name is, uh, Kayla. I'm calling with Southeast Medical Group. I'm trying to verify a patient's benefits and look at claims. Okay. Um, what is your first and last name? My name or the patient's? The patient's. Jacob Williams. And then, what is your date of birth? Date of birth is April 11th of 1996. Okay. And then are you guys located in Georgia? Yes. Okay. When was the service for? Um, for the first one... How many claims are you able to help me with, my dear? Um, I can... Well, I have his file up. I can just let you know. Okay. Mm-hmm. Okay. Um, for the first service date, it's August 16th of 2024. Okay. So for August 16th, he didn't have any active coverage. He didn't have any active coverage? Okay. Um, well, that being said, let me see here, my dear. I have his policy, his most recent policy on file ending in 1254. Is that correct or does that need to be changed? So I don't have access to those policies. I'm only really able to see if he, if he has coverage or not for the dates that you provide. And so what I- Okay. Is there, like, a provider portal? Yes. So I could actually transfer you to the provider. Oh, yes, please. Um, do you want me to inform you about any other date, though? No, ma'am. I have to know, um... I want to verify his insurance information first and then I can look into the claims. Oh, okay. Yeah, that's fine. Um, I'm gonna go ahead and transfer you. Okay. What was the, um, the service for? Before I transfer you so that I can direct you to the correct carrier. Um, it was for a office visit for medical benefits. Gotcha. Okay. So I'm gonna go ahead and transfer your call to 90 Degrees. Um, do you wanna write that number down just in case when I transfer you, if the call was to drop for some reason? Yes. What is that number? So the name is 90 Degrees. It's gonna be 800-833-4296 and it's gonna be option one. But I'm gonna transfer you as well, okay? Yeah, that's ... good. Okay. Mm-hmm. Thank you so much.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits at a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Yes. Hi, Stephanie. My name is, uh, Kayla. I'm calling with Southeast Medical Group. I'm trying to verify a patient's benefits and look at claims.

Speaker speaker\_1: Okay. Um, what is your first and last name?

Speaker speaker\_2: My name or the patient's?

Speaker speaker\_1: The patient's.

Speaker speaker\_2: Jacob Williams.

Speaker speaker\_1: And then, what is your date of birth?

Speaker speaker\_2: Date of birth is April 11th of 1996.

Speaker speaker\_1: Okay. And then are you guys located in Georgia?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. When was the service for?

Speaker speaker\_2: Um, for the first one... How many claims are you able to help me with, my dear?

Speaker speaker\_1: Um, I can... Well, I have his file up. I can just let you know.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Mm-hmm. Okay.

Speaker speaker\_2: Um, for the first service date, it's August 16th of 2024.

Speaker speaker\_1: Okay. So for August 16th, he didn't have any active coverage.

Speaker speaker\_2: He didn't have any active coverage? Okay. Um, well, that being said, let me see here, my dear. I have his policy, his most recent policy on file ending in 1254. Is that correct or does that need to be changed?

Speaker speaker\_1: So I don't have access to those policies. I'm only really able to see if he, if he has coverage or not for the dates that you provide. And so what I-

Speaker speaker\_2: Okay. Is there, like, a provider portal?

Speaker speaker\_1: Yes. So I could actually transfer you to the provider.

Speaker speaker\_2: Oh, yes, please.

Speaker speaker\_1: Um, do you want me to inform you about any other date, though?

Speaker speaker\_2: No, ma'am. I have to know, um... I want to verify his insurance information first and then I can look into the claims.

Speaker speaker\_1: Oh, okay. Yeah, that's fine. Um, I'm gonna go ahead and transfer you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: What was the, um, the service for? Before I transfer you so that I can direct you to the correct carrier.

Speaker speaker\_2: Um, it was for a office visit for medical benefits.

Speaker speaker\_1: Gotcha. Okay. So I'm gonna go ahead and transfer your call to 90 Degrees. Um, do you wanna write that number down just in case when I transfer you, if the call was to drop for some reason?

Speaker speaker\_2: Yes. What is that number?

Speaker speaker\_1: So the name is 90 Degrees. It's gonna be 800-833-4296 and it's gonna be option one. But I'm gonna transfer you as well, okay?

Speaker speaker\_2: Yeah, that's ... good. Okay.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Thank you so much.