

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. Uh, uh, my name is Jordan and, uh, I need assistance with checking the member's eligibility. Can you help me with that? Yes, sir. What's the member's first and last name? Uh, member's first and last... It's Jason Cummings. Correct me if I'm wrong about the last name, how to pronounce the last name, and the date of... Can you spell that? Sorry? Is it C-U-M-M-I-N-S? I-M-G-S. I-N-G-S. I-S. Okay, and then what's his date of birth? It's, uh, September 28th, 1982. And I'm sorry, I didn't catch your name. What's your name is? My name is Stephanie. Uh, S-T-E-Mm-hmm, Stephanie. S-T-P-H-A-N-I... Uh-huh. S-T-E-P-H-A-N-I-T. Oh, good. First and last name? And then... And then, I'm sorry, what was that date of birth again? You said August. What day in August? No, no. It's September 28th, 1982. Okay. Thank you. And then what year? Uh, 1982. Okay, thank you. Are you guys in Texas? Yes. Okay. And Stephanie, first initial and last name? A. A as in adorable, right? Apple. Yes. Not adorable. A as in apple. okay. Got it. Okay. And then when was the service for? It's, uh, January 8th, 2025, the current year. And then what was it for? Emergency room services. Uh, it's for medical, general medical benefits. Okay. So, um, the member does have active coverage for that day, but to know if that particular visit would be covered or not, I would have to connect you to the carrier. Hold on, hold on. Will you please tell me the effective date, uh, from which date the policy has been started? October 14th of 2024. Okay. October 14th, 2024 to current, right? And, uh... Mm-hmm. And you guys are primary insurance or the patient has o- other insurance carrier as well in your record? Uh, so with their staff and agency, they only have the MEC teleRVAP, which is the preventative plan. Oh. That's why I was letting you know that they did have active coverage for that day, but to know if that visit is covered or not under the plan that they have, I do have to connect you to 90 Degrees because- No, no, no, no, it's okay. It's okay. Fine. I, I just, uh, wonder... You know, I just tried to check the eligibility on 90 Degree portal, but I couldn't get the status there. Uh, I do have access to 90 Degree portal. Okay. But I couldn't get the status there with the member ID. Ah, okay. And even the social, with the social. Hmm. Okay. So you don't want to get connected with them? No, I just want to have the reference number for today's call, please. We don't have a reference number. I can give you my name, though. And today's date, right? Okay. It's, um, A and then 01/15/25. All... Good. Thank you so much, Stephanie. I do appreciate your cooperation. Have a great rest of your day. Bye for now. Thank you. Bye.

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. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi, Stephanie. Uh, uh, my name is Jordan and, uh, I need assistance with checking the member's eligibility. Can you help me with that?

Speaker speaker_1: Yes, sir. What's the member's first and last name?

Speaker speaker_2: Uh, member's first and last... It's Jason Cummings. Correct me if I'm wrong about the last name, how to pronounce the last name, and the date of...

Speaker speaker_1: Can you spell that?

Speaker speaker_2: Sorry?

Speaker speaker_1: Is it C-U-M-M-I-N-S?

Speaker speaker_2: I-M-G-S.

Speaker speaker_1: I-N-G-S.

Speaker speaker_2: I-S.

Speaker speaker_1: Okay, and then what's his date of birth?

Speaker speaker_2: It's, uh, September 28th, 1982. And I'm sorry, I didn't catch your name. What's your name is?

Speaker speaker_1: My name is Stephanie.

Speaker speaker_2: Uh, S-T-E-

Speaker speaker_1: Mm-hmm, Stephanie.

Speaker speaker_2: S-T-P-H-A-N-I...

Speaker speaker_1: Uh-huh. S-T-E-P-H-A-N-I-T.

Speaker speaker_2: Oh, good. First and last name?

Speaker speaker_1: And then... And then, I'm sorry, what was that date of birth again? You said August. What day in August?

Speaker speaker_2: No, no. It's September 28th, 1982.

Speaker speaker_1: Okay. Thank you. And then what year?

Speaker speaker_2: Uh, 1982.

Speaker speaker_1: Okay, thank you. Are you guys in Texas?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: And Stephanie, first initial and last name?

Speaker speaker_1: A.

Speaker speaker_2: A as in adorable, right?

Speaker speaker_1: Apple. Yes.

Speaker speaker_2: Not adorable.

Speaker speaker_1: A as in apple.

Speaker speaker_2: okay. Got it.

Speaker speaker_1: Okay. And then when was the service for?

Speaker speaker_2: It's, uh, January 8th, 2025, the current year.

Speaker speaker_1: And then what was it for?

Speaker speaker_2: Emergency room services. Uh, it's for medical, general medical benefits.

Speaker speaker_1: Okay. So, um, the member does have active coverage for that day, but to know if that particular visit would be covered or not, I would have to connect you to the carrier.

Speaker speaker_2: Hold on, hold on. Will you please tell me the effective date, uh, from which date the policy has been started?

Speaker speaker_1: October 14th of 2024.

Speaker speaker_2: Okay. October 14th, 2024 to current, right? And, uh...

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And you guys are primary insurance or the patient has o- other insurance carrier as well in your record?

Speaker speaker_1: Uh, so with their staff and agency, they only have the MEC teleRVAP, which is the preventative plan.

Speaker speaker_2: Oh.

Speaker speaker_1: That's why I was letting you know that they did have active coverage for that day, but to know if that visit is covered or not under the plan that they have, I do have to connect you to 90 Degrees because-

Speaker speaker_2: No, no, no, no, it's okay. It's okay. Fine. I, I just, uh, wonder... You know, I just tried to check the eligibility on 90 Degree portal, but I couldn't get the status there. Uh, I do have access to 90 Degree portal.

Speaker speaker_1: Okay.

Speaker speaker_2: But I couldn't get the status there with the member ID.

Speaker speaker_1: Ah, okay.

Speaker speaker_2: And even the social, with the social.

Speaker speaker_1: Hmm. Okay. So you don't want to get connected with them?

Speaker speaker_2: No, I just want to have the reference number for today's call, please.

Speaker speaker_1: We don't have a reference number. I can give you my name, though.

Speaker speaker_2: And today's date, right?

Speaker speaker_1: Okay. It's, um, A and then 01/15/25.

Speaker speaker_2: All... Good. Thank you so much, Stephanie. I do appreciate your cooperation. Have a great rest of your day. Bye for now.

Speaker speaker_1: Thank you. Bye.