

## Transcript: Estefania

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### Full Transcript

Hi, Stephanie. Hello, this is Araceli from Limited Community Health. How are you? Good. How about you? I'm very good. I'm calling to verify eligibility and benefits for our patient. Okay. What's the member's first and last name? It's for Marcelina Gonzales, birthday 6/2/63. I'm sorry, what was that birthday again? Uh, 6/2/63. Okay, thank you. Mm-hmm. Can, um... Are you guys in California, located? Yes. Okay. Okay, what was the date of service as well as the service? Um, patient wants to schedule an appointment. For what day? Give me a second. I'm just verifying for the call center. I'm not sure of the schedule yet. New patient. Hold on. Um, May 29, '25. Okay. So for, um, next Tuesday they do have active coverage already. Um, what is the cover- what is the service for, though? I have no idea. She's a new patient. Okay, so they do have active coverage, but, um, to know if that's something that they're gonna cover, you guys do need to speak to the carrier. So she is active for that day, but, um... Mm-hmm. ... I guess whenever the appointment comes, I would... Or whenever you guys know what it's for, I would reach back out to be transferred to the carrier to know if that's something that they cover or not. 'Cause they do have a medical plan, which is the MEC Enhanced. It covers both preventative and hospital indemnity services. Um, but to know that particular service is something that's gonna be covered, you do have to reach out to the carrier. And they have two different carriers with that plan, so if it's preventative it would be 90 Degrees, and if it's hospital indemnity, it would be APL. So it just depends. Hold on. So if it's preventative it will be what? 90 Degrees, the carrier, and I have that contact number. Let me know when you're ready. 90 Degree carrier. And let me know when you're ready. Uh-huh. What's the number? 800- Mm-hmm. 833- Mm-hmm. 4296, option number one. So that's for the preventative side. Or if it's like doctor visitations, let's say, urgent care, emergency room, so hospital indemnity, it would be APL. And that's a different number as well. 8... What is this? APL. A, T- AL. A, T, L. And that's a number? Mm-hmm. T as in Tom, L as in Lima? Uh, no. No? Oh. So A as in apple. P as in Paul, L as in life. Okay. APL. And what's the number for that? This is for medical services. Yes. Um, and that's going to be- Okay. ... 800- Mm-hmm. ... 256- Mm-hmm. ... 8606. 06. So they are covered- So we will- Mm-hmm. ... for that day, but to know if the particular visit that they go for is covered or not, you have to reach out to the, um, the carrier, which is the new contact number that I provided. Depending on what the service is for depends on who you call, either 90 Degrees or APL. But 90, you, you tell, you said it's only for preventative at her annual physical, and then the APL will be for any medical services, correct? Correct. Yes. Correct. Okay, um, have another question. Hold on. Do you have billing address for both APL and 90 Degrees? Billing address? No. You would just reach out to them, and from there they would take it from there. I'm not really sure how they... So they'll- And- ... let you know, is that what you have for me? ... does this plan run month-to-month eligibility, or? 'Cause you say she has coverage for May 29th. Weekly. Or no? Weekly? Mm-hmm. So, um, at which point?

Weekly coverage. So they get ded- they get deducted weekly out of their check to have weekly coverage. Mm-hmm. So it looks like she already got deducted, so that's why she has active coverage for next week already, 'cause I do see that she's active for next week already, which is the week of May 19 up until the 25th. So at the moment, I see that- May 19, so- ... she's covered for next week already. So May 19 to May- 25th. ... 25th? So from that- Oh, her permit's on the 29th. Oh, I'm sorry. So coverage expires 29th, so no. I... Okay, I thought you said the 20th. No, 29th. Okay, yeah. So I can't let you know if for that week- Mm-hmm. ... it's covered or not, 'cause we can't really- Oh, okay. We don't know until that week comes around. Mm-hmm. Okay. Got it. But either way, like, whenever you guys call back for that week, um, it's, you have to go through the same process. But I don't have the information for the week of the 26th yet. Mm-hmm. Okay. And what was your name again? Mine is Stephanie. Stephanie? Mm-hmm. And can I get a reference phone number, Stephanie? Reference phone number or numbers? Hmm? No, reference number of the call. 051625. So the date, state. Okay, Stephanie. Thank you very much for that information. Um, and then can I get your name for notations? Aracely. A-R-A-C-E-L-Y. Okay. Thank you. And then just keep in mind- You're welcome. ... that, um, for that date of service and f- weekly deductions, we're not able to see that yet. I would just call again when that comes around. Okay. I will let them know. Thank you. You're welcome. Have a nice day. Mm-hmm. You too. Bye-bye.

## Conversation Format

Speaker speaker\_0: Hi, Stephanie.

Speaker speaker\_1: Hello, this is Araceli from Limited Community Health. How are you?

Speaker speaker\_0: Good. How about you?

Speaker speaker\_1: I'm very good. I'm calling to verify eligibility and benefits for our patient. Okay. What's the member's first and last name?

Speaker speaker\_0: It's for Marcelina Gonzales, birthday 6/2/63.

Speaker speaker\_1: I'm sorry, what was that birthday again?

Speaker speaker\_0: Uh, 6/2/63.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Can, um... Are you guys in California, located?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay. Okay, what was the date of service as well as the service?

Speaker speaker\_0: Um, patient wants to schedule an appointment.

Speaker speaker\_1: For what day?

Speaker speaker\_0: Give me a second. I'm just verifying for the call center. I'm not sure of the schedule yet. New patient. Hold on. Um, May 29, '25.

Speaker speaker\_1: Okay. So for, um, next Tuesday they do have active coverage already. Um, what is the cover- what is the service for, though?

Speaker speaker\_0: I have no idea. She's a new patient.

Speaker speaker\_1: Okay, so they do have active coverage, but, um, to know if that's something that they're gonna cover, you guys do need to speak to the carrier. So she is active for that day, but, um...

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... I guess whenever the appointment comes, I would... Or whenever you guys know what it's for, I would reach back out to be transferred to the carrier to know if that's something that they cover or not. 'Cause they do have a medical plan, which is the MEC Enhanced. It covers both preventative and hospital indemnity services. Um, but to know that particular service is something that's gonna be covered, you do have to reach out to the carrier. And they have two different carriers with that plan, so if it's preventative it would be 90 degrees, and if it's hospital indemnity, it would be APL. So it just depends.

Speaker speaker\_0: Hold on. So if it's preventative it will be what?

Speaker speaker\_1: 90 Degrees, the carrier, and I have that contact number. Let me know when you're ready.

Speaker speaker\_0: 90 Degree carrier.

Speaker speaker\_1: And let me know when you're ready.

Speaker speaker\_0: Uh-huh. What's the number?

Speaker speaker\_1: 800-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: 833-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: 4296, option number one. So that's for the preventative side. Or if it's like doctor visitations, let's say, urgent care, emergency room, so hospital indemnity, it would be APL. And that's a different number as well.

Speaker speaker\_0: 8... What is this?

Speaker speaker\_1: APL.

Speaker speaker\_0: A, T-

Speaker speaker\_1: AL.

Speaker speaker\_0: A, T, L. And that's a number?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: T as in Tom, L as in Lima?

Speaker speaker\_1: Uh, no.

Speaker speaker\_0: No? Oh.

Speaker speaker\_1: So A as in apple. P as in Paul, L as in life.

Speaker speaker\_0: Okay. APL. And what's the number for that? This is for medical services.

Speaker speaker\_1: Yes. Um, and that's going to be-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... 800-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... 256-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... 8606.

Speaker speaker\_0: 06.

Speaker speaker\_1: So they are covered-

Speaker speaker\_0: So we will- Mm-hmm.

Speaker speaker\_1: ... for that day, but to know if the particular visit that they go for is covered or not, you have to reach out to the, um, the carrier, which is the new contact number that I provided. Depending on what the service is for depends on who you call, either 90 Degrees or APL.

Speaker speaker\_0: But 90, you, you tell, you said it's only for preventative at her annual physical, and then the APL will be for any medical services, correct?

Speaker speaker\_1: Correct. Yes. Correct.

Speaker speaker\_0: Okay, um, have another question. Hold on. Do you have billing address for both APL and 90 Degrees?

Speaker speaker\_1: Billing address? No. You would just reach out to them, and from there they would take it from there. I'm not really sure how they... So they'll-

Speaker speaker\_0: And-

Speaker speaker\_1: ... let you know, is that what you have for me?

Speaker speaker\_0: ... does this plan run month-to-month eligibility, or? 'Cause you say she has coverage for May 29th.

Speaker speaker\_1: Weekly.

Speaker speaker\_0: Or no? Weekly?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So, um, at which point?

Speaker speaker\_1: Weekly coverage. So they get ded- they get deducted weekly out of their check to have weekly coverage.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: So it looks like she already got deducted, so that's why she has active coverage for next week already, 'cause I do see that she's active for next week already, which is the week of May 19 up until the 25th. So at the moment, I see that-

Speaker speaker\_0: May 19, so-

Speaker speaker\_1: ... she's covered for next week already.

Speaker speaker\_0: So May 19 to May-

Speaker speaker\_1: 25th.

Speaker speaker\_0: ... 25th?

Speaker speaker\_1: So from that-

Speaker speaker\_0: Oh, her permit's on the 29th.

Speaker speaker\_1: Oh, I'm sorry.

Speaker speaker\_0: So coverage expires 29th, so no.

Speaker speaker\_1: I... Okay, I thought you said the 20th.

Speaker speaker\_0: No, 29th.

Speaker speaker\_1: Okay, yeah. So I can't let you know if for that week-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... it's covered or not, 'cause we can't really-

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: We don't know until that week comes around.

Speaker speaker\_0: Mm-hmm. Okay. Got it.

Speaker speaker\_1: But either way, like, whenever you guys call back for that week, um, it's, you have to go through the same process. But I don't have the information for the week of the 26th yet.

Speaker speaker\_0: Mm-hmm. Okay. And what was your name again?

Speaker speaker\_1: Mine is Stephanie.

Speaker speaker\_0: Stephanie?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And can I get a reference phone number, Stephanie?

Speaker speaker\_1: Reference phone number or numbers?

Speaker speaker\_0: Hmm? No, reference number of the call.

Speaker speaker\_1: 051625. So the date, state.

Speaker speaker\_0: Okay, Stephanie. Thank you very much for that information.

Speaker speaker\_1: Um, and then can I get your name for notations?

Speaker speaker\_0: Aracely. A-R-A-C-E-L-Y.

Speaker speaker\_1: Okay. Thank you. And then just keep in mind-

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: ... that, um, for that date of service and f- weekly deductions, we're not able to see that yet. I would just call again when that comes around.

Speaker speaker\_0: Okay. I will let them know. Thank you.

Speaker speaker\_1: You're welcome. Have a nice day.

Speaker speaker\_0: Mm-hmm. You too. Bye-bye.