Transcript: Estefania Acevedo-6471880039383040-5167292984246272

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, this is, uh, Ruby and I'm calling from the provider's office regarding eligibility and authorization. Okay. What's the patient's first and last name? Sure. It is Dorcas and the last name is D-u-k-u, M... sorry, A-m-o-a-h, and the date of birth is 3-24-1990. Ooh, give me one second. Can you repeat that? Yes, sure. Sure. What was that first name? D-o-r-c-a-s, and the last name is D-u-k-u-a-m-o-a-h. Um, d... you said d-u-k-u. What was after the u? Uh, sure. A as in alpha, m as in Mary, o as in Oscar, a as in alpha, h as in Henry. Okay. Um, actually, I have to inform you one thing. For this patient, uh, uh, currently, uh, uh, nine transfers I got. Uh, actually, this, uh, I want the medical pre-certification. Okay. I don't have a CPT code. Uh, yes. So- I, I need to, I need to pull up the member first, though. Um, I'm sorry, you said d-u, so d as in dog, u as in unicorn, k as in kilo, u as in unicorn, a as in alpha, m as in mom, o as in Oscar, a as in alpha, and h as in Hector? Was that correct? Yes. Correct. Correct. Okay. And then, the first name, is it D-o-r-c-a-s? Yes. Correct. Okay. Give me one second. Let me make sure... And then, are they the policyholder? Uh, yeah. Or are they a dependent? Is that... Yes. Policyholder? Okay. And again, that last name was d-u-k-u-a-m-o-a-h? Yes. I'm not seeing anybody under that last name. Are you sure they're a policyholder, or are they a dependent? No, he's a policyholder. Okay. Can you just spell that last name, just so that I'm sure that I did receive it? Okay. 'Cause nothing's showing up. Okay, so I have to spell it out. It is d as in delta, u as in umbrella, k as in kite, u as in umbrella, a as in alpha, m as in Mike, o as in Oscar, a as in apple, h as in Henry. Yeah, and that's the last name, right? Yes. Yeah, I don't have a member under that last name that you're providing. Nothing is pulling up under that last name. Let me try the first name alone. Okay. And that was d as in dog, o as in Oscar, r as in rose, c as in cat, a as in alpha, s as in Sam? Yes, correct. Okay. Let me just, let me try that. Okay. And then, what's the date of birth? Let me see if I can do the first name and the date of birth. Sure. Sure. It is, uh, March 24, 1990. March 24, 1990? Yes. Okay, let me try that instead. Okay. Okay. Um, are they... So, I found a member with that name. It's d-u-k-u/amoah. So, there was the slash. Are you guys in New York? Uh, yes, New York. Yes. Okay, thank you. I found them. All right, so when was the day of the service, and what was it for? Sure. Uh, the date of service is today's date, 5-8-2025. Okay, and what's the service for? It is cardiology. Um, I'm sorry, can you repeat that? Cardiology. Oh, okay. So, they do have active coverage, but I do have to connect you to the carrier to see if that particular service is covered or not. So, he is active for today's date, but to know if that's gonna be something that the carrier covers, I do have to connect you to them. Okay. Would you like me to provide- Okay, one second. So, what I understand means the patient is active on 5-8-2024 on no-term date, correct? Yes, so they're active, but to know if it's gonna be covered, I'd have to cor- um, transfer you to the carrier, and they will notify you. Okay, and, uh, before that, may I get the

correct member ID for this patient? I don't have a member ID for the patient. Okay, so I just want the pre-cert, uh, certificate for this patient. So, could you please help me to transfer the call into the pre-cert department? Yes, um, and then do you want me to provide you the contact number, just in case I transfer you and you were to drop? Uh, yes, and also, could you please help me to spell out your name? Yes, so it's Stephanie. Okay. It's S-t-e-p-h-a-n-i-e.And I... Okay. And then- I have- Mm-hmm. Okay, say? And, and I have to give you the carrier's information just in case your call was to drop. So the plan, the medical plan that they have is a preventative and also hospital indemnity so they have two different carriers. Um, so I'm going to give you both of those carriers' information. Mm-hmm. Okay, so the first one, when it comes to hospital indemnity, it's going to be through APL and then that phone number, let me know when you're ready. Yes, I'm ready. It's 800- Mm-hmm. ... 256- Mm-hmm. ... 8606. Okay. And the second carrier is 90 Degrees and then that number is 800- Mm-hmm. ... 833- Mm-hmm. ... 4296 option one. Okay. So when it comes to their carriers with their medical plan, they have two different ones. I would call the one that ends in 8606 first, um, and if that one doesn't help, I would just call the 4296 option one for that one. Mm-hmm. And then would you like me to transfer you to APL? No, uh, it's just time for the call into medical preset department. Okay. Thank you. Have a nice day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, this is, uh, Ruby and I'm calling from the provider's office regarding eligibility and authorization.

Speaker speaker_0: Okay. What's the patient's first and last name?

Speaker speaker_1: Sure. It is Dorcas and the last name is D-u-k-u, M... sorry, A-m-o-a-h, and the date of birth is 3-24-1990.

Speaker speaker_0: Ooh, give me one second. Can you repeat that?

Speaker speaker_1: Yes, sure. Sure.

Speaker speaker_0: What was that first name?

Speaker speaker_1: D-o-r-c-a-s, and the last name is D-u-k-u-a-m-o-a-h.

Speaker speaker_0: Um, d... you said d-u-k-u. What was after the u?

Speaker speaker_1: Uh, sure. A as in alpha, m as in Mary, o as in Oscar, a as in alpha, h as in Henry.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, actually, I have to inform you one thing. For this patient, uh, uh, currently, uh, uh, nine transfers I got. Uh, actually, this, uh, I want the medical pre-certification.

Speaker speaker_0: Okay.

Speaker speaker_1: I don't have a CPT code. Uh, yes. So-

Speaker speaker_0: I, I need to, I need to pull up the member first, though. Um, I'm sorry, you said d-u, so d as in dog, u as in unicorn, k as in kilo, u as in unicorn, a as in alpha, m as in mom, o as in Oscar, a as in alpha, and h as in Hector? Was that correct?

Speaker speaker_1: Yes. Correct. Correct.

Speaker speaker_0: Okay. And then, the first name, is it D-o-r-c-a-s?

Speaker speaker_1: Yes. Correct.

Speaker speaker_0: Okay. Give me one second. Let me make sure... And then, are they the policyholder?

Speaker speaker_1: Uh, yeah.

Speaker speaker_0: Or are they a dependent?

Speaker speaker_1: Is that... Yes.

Speaker speaker_0: Policyholder? Okay. And again, that last name was d-u-k-u-a-m-o-a-h?

Speaker speaker_1: Yes.

Speaker speaker_0: I'm not seeing anybody under that last name. Are you sure they're a policyholder, or are they a dependent?

Speaker speaker_1: No, he's a policyholder.

Speaker speaker_0: Okay. Can you just spell that last name, just so that I'm sure that I did receive it?

Speaker speaker_1: Okay.

Speaker speaker_0: 'Cause nothing's showing up.

Speaker speaker_1: Okay, so I have to spell it out. It is d as in delta, u as in umbrella, k as in kite, u as in umbrella, a as in alpha, m as in Mike, o as in Oscar, a as in apple, h as in Henry.

Speaker speaker_0: Yeah, and that's the last name, right?

Speaker speaker_1: Yes.

Speaker speaker_0: Yeah, I don't have a member under that last name that you're providing. Nothing is pulling up under that last name. Let me try the first name alone.

Speaker speaker_1: Okay.

Speaker speaker_0: And that was d as in dog, o as in Oscar, r as in rose, c as in cat, a as in alpha, s as in Sam?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: Okay. Let me just, let me try that.

Speaker speaker_1: Okay.

Speaker speaker_0: And then, what's the date of birth? Let me see if I can do the first name and the date of birth.

Speaker speaker_1: Sure. Sure. It is, uh, March 24, 1990.

Speaker speaker_0: March 24, 1990?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, let me try that instead. Okay. Okay. Um, are they... So, I found a member with that name. It's d-u-k-u/amoah. So, there was the slash. Are you guys in New York?

Speaker speaker_1: Uh, yes, New York. Yes.

Speaker speaker_0: Okay, thank you. I found them. All right, so when was the day of the service, and what was it for?

Speaker speaker_1: Sure. Uh, the date of service is today's date, 5-8-2025.

Speaker speaker_0: Okay, and what's the service for?

Speaker speaker_1: It is cardiology.

Speaker speaker_0: Um, I'm sorry, can you repeat that?

Speaker speaker_1: Cardiology.

Speaker speaker_0: Oh, okay. So, they do have active coverage, but I do have to connect you to the carrier to see if that particular service is covered or not. So, he is active for today's date, but to know if that's gonna be something that the carrier covers, I do have to connect you to them.

Speaker speaker_1: Okay.

Speaker speaker_0: Would you like me to provide-

Speaker speaker_1: Okay, one second. So, what I understand means the patient is active on 5-8-2024 on no-term date, correct?

Speaker speaker_0: Yes, so they're active, but to know if it's gonna be covered, I'd have to cor- um, transfer you to the carrier, and they will notify you.

Speaker speaker_1: Okay, and, uh, before that, may I get the correct member ID for this patient?

Speaker speaker_0: I don't have a member ID for the patient.

Speaker speaker_1: Okay, so I just want the pre-cert, uh, certificate for this patient. So, could you please help me to transfer the call into the pre-cert department?

Speaker speaker_0: Yes, um, and then do you want me to provide you the contact number, just in case I transfer you and you were to drop?

Speaker speaker_1: Uh, yes, and also, could you please help me to spell out your name?

Speaker speaker_0: Yes, so it's Stephanie.

Speaker speaker_1: Okay.

Speaker speaker_0: It's S-t-e-p-h-a-n-i-e.

Speaker speaker_2: And I... Okay. And then-

Speaker speaker_0: I have-

Speaker speaker_2: Mm-hmm. Okay, say?

Speaker speaker_0: And, and I have to give you the carrier's information just in case your call was to drop. So the plan, the medical plan that they have is a preventative and also hospital indemnity so they have two different carriers. Um, so I'm going to give you both of those carriers' information.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Okay, so the first one, when it comes to hospital indemnity, it's going to be through APL and then that phone number, let me know when you're ready.

Speaker speaker_2: Yes, I'm ready.

Speaker speaker_0: It's 800-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... 256-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... 8606.

Speaker speaker_2: Okay.

Speaker speaker_0: And the second carrier is 90 Degrees and then that number is 800-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... 833-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... 4296 option one.

Speaker speaker_2: Okay.

Speaker speaker_0: So when it comes to their carriers with their medical plan, they have two different ones. I would call the one that ends in 8606 first, um, and if that one doesn't help, I

would just call the 4296 option one for that one.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: And then would you like me to transfer you to APL?

Speaker speaker_2: No, uh, it's just time for the call into medical preset department.

Speaker speaker_0: Okay. Thank you. Have a nice day.

Speaker speaker_2: You too. Bye-bye.