

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi, this is Dawn at Wood County Hospital Pre-Cert. I am trying to find out, if a member is active, um, if prior authorization would be required for a MRI to be done in our facility, and, um, if we're in network and benefits, that, things like that? Understood. So as we're just the account administrator, I will have to check and see which carrier that member has, and they will be the ones that have all that information you're currently needing. Oh, okay. Um, all right. Or what... Did I call the wrong number? Um, what name of- What, what is the, what is the phone number for, I guess? I'll have to see which carrier the specific member has. Was there any other company aside from Benefits in a Card in the paperwork she gave you? Um, let me see. She gave me four pages. Um... Let's see, Hamilton-Riker. The second page. Something about, there is a second page that says Submit Claims to IMA. I don't know. Maybe that's for pharmacy. Um, the, this card is kinda conf... The way she sent it to me- Is it the four blue squares? Wa- I'm sorry. Repeat that? I apologize, I didn't mean to cut you off. I was asking, does it have four blue squares on it? Um, I don't have a card. She kinda took pictures of it and sent four pages in the email. So I'm trying to... But she sent the card pictures, like, on top of each other, so I'm t- trying to decipher what is... I- I'm guessing one of these, two of these boxes are pharmacy and two are medical. So I'm trying to decide what goes with what. Oh, n- 90 Degree benefit? Does... What the hell? So that is one of the carriers. I will suggest, just I was getting into the account just to see if she has any other medical plan aside from that one that they offered. Do you have that patient's first and last name? Let's see. Yeah. It is Sarah, S-A-R-A-H. Last name Buehning. B as in boy, U-E-H-N-I-N-G. Yeah. And 3/19/1986. I have an ID number. I don't know if that's helpful. Oh, it's okay. My system actually does not have anywhere for me to put that ID number. Okay. But let's see. She said her insurance was Benefits in a Card. I, I see a multi-plan. Hmm. Yeah, so she has two medical plans. She's gonna have two carriers. Oh, okay. Uh, the only thing being I'm not sure which will cover what, due to the fact that one plan is preventative only, that does have a network requirement, and the other one that does inform me here that they cover some type of imaging test is with Hospital Indemnity American Public Life. So I have two phone numbers to give you in total. Okay. So 90 Degrees phone number is 800-833-4296, option one. Okay, option one. Okay. And then they're gonna be the preventative carrier. Okay, so that's who I would call to find out? I'm not too sure, 'cause I know depending on what type of imaging it is, whether or not it will be covered under them. They'll be the ones to let you know that. Okay. And then the other carrier that you can also call in the event that they do not cover it will be her other carrier, American Public Life. American Public Life? Yes, ma'am. Okay. That phone number is 800-256-8606. Okay, and they will be able to tell me what address is the billing address depending on who covers it, correct? Mm-hmm. Yes, 'cause they're the carriers. Okay. All

right, thank you so much for your help. Of course. My pleasure. Have a great day. You too.
Mm, bye.

Conversation Format

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

Speaker speaker_1: Hi, this is Dawn at Wood County Hospital Pre-Cert. I am trying to find out, if a member is active, um, if prior authorization would be required for a MRI to be done in our facility, and, um, if we're in network and benefits, that, things like that?

Speaker speaker_0: Understood. So as we're just the account administrator, I will have to check and see which carrier that member has, and they will be the ones that have all that information you're currently needing.

Speaker speaker_1: Oh, okay. Um, all right. Or what... Did I call the wrong number?

Speaker speaker_0: Um, what name of-

Speaker speaker_1: What, what is the, what is the phone number for, I guess?

Speaker speaker_0: I'll have to see which carrier the specific member has. Was there any other company aside from Benefits in a Card in the paperwork she gave you?

Speaker speaker_1: Um, let me see. She gave me four pages. Um... Let's see, Hamilton-Riker. The second page. Something about, there is a second page that says Submit Claims to IMA. I don't know. Maybe that's for pharmacy. Um, the, this card is kinda conf... The way she sent it to me-

Speaker speaker_0: Is it the four blue squares?

Speaker speaker_1: Wa- I'm sorry. Repeat that?

Speaker speaker_0: I apologize, I didn't mean to cut you off. I was asking, does it have four blue squares on it?

Speaker speaker_1: Um, I don't have a card. She kinda took pictures of it and sent four pages in the email. So I'm trying to... But she sent the card pictures, like, on top of each other, so I'm t- trying to decipher what is... I- I'm guessing one of these, two of these boxes are pharmacy and two are medical. So I'm trying to decide what goes with what. Oh, n- 90 Degree benefit? Does... What the hell?

Speaker speaker_0: So that is one of the carriers. I will suggest, just I was getting into the account just to see if she has any other medical plan aside from that one that they offered. Do you have that patient's first and last name?

Speaker speaker_1: Let's see. Yeah. It is Sarah, S-A-R-A-H. Last name Buehning. B as in boy, U-E-H-N-I-N-G.

Speaker speaker_0: Yeah.

Speaker speaker_1: And 3/19/1986. I have an ID number. I don't know if that's helpful.

Speaker speaker_0: Oh, it's okay. My system actually does not have anywhere for me to put that ID number.

Speaker speaker_1: Okay.

Speaker speaker_0: But let's see.

Speaker speaker_1: She said her insurance was Benefits in a Card. I, I see a multi-plan. Hmm.

Speaker speaker_0: Yeah, so she has two medical plans. She's gonna have two carriers.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Uh, the only thing being I'm not sure which will cover what, due to the fact that one plan is preventative only, that does have a network requirement, and the other one that does inform me here that they cover some type of imaging test is with Hospital Indemnity American Public Life. So I have two phone numbers to give you in total.

Speaker speaker_1: Okay.

Speaker speaker_0: So 90 Degrees phone number is 800-833-4296, option one.

Speaker speaker_1: Okay, option one. Okay.

Speaker speaker_0: And then they're gonna be the preventative carrier.

Speaker speaker_1: Okay, so that's who I would call to find out?

Speaker speaker_0: I'm not too sure, 'cause I know depending on what type of imaging it is, whether or not it will be covered under them. They'll be the ones to let you know that.

Speaker speaker_1: Okay.

Speaker speaker_0: And then the other carrier that you can also call in the event that they do not cover it will be her other carrier, American Public Life.

Speaker speaker_1: American Public Life?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_0: That phone number is 800-256-8606.

Speaker speaker_1: Okay, and they will be able to tell me what address is the billing address depending on who covers it, correct?

Speaker speaker_0: Mm-hmm. Yes, 'cause they're the carriers.

Speaker speaker_1: Okay. All right, thank you so much for your help.

Speaker speaker_0: Of course. My pleasure. Have a great day.

Speaker speaker_1: You too. Mm, bye.