

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits in the Common, I'm here with Frances. May I help you today? This is Paula with Baptist Health Columbo and I was just calling to check eligibility for two patients. All right, and you said, um, which hospital are you with, I'm sorry? No, I'm with, um, Baptist Health Medical Care Primary Group. It's primary. It's not a hospital. All right. So I'm going to need to check them one at a time. What will be the first and last name of the first patient? Brittany Brandon. Date of birth is 01/01/'93. Okay. Who the mother is Brittany? The spelling of the first name is down as B-R-I-T-N-E-Y? No, B-R-I-T-T-A-N-Y and then Brandon, B-R-A-N-D-O-N. And you said date of birth January 1st, 1993? Mm-hmm. So she's currently not active in any coverage. Not active? No ma'am, she hasn't had coverage since 2023. Okay. And then what about him? Um, her husband which is who it's supposed to go through. His is Joshua Brandon. His date of birth is 12/05/'91. 12/05/'91. Okay, so the only policy she'll have coverage with will be his, um, he is active in coverage and I do see her down under dependent. Okay, so both of them are active then? Yes, ma'am. The only thing will be that Miss Brittany is a dependent on Mr. Joshua's policy. Okay. And when did this begin? February 24, 2025. February 24, 2025? Yes, ma'am. Okay, and what's the reference number? It will be F04 282 025. And what address do we send it to? Is it Benefits in the Car PO Box 21705 Egan, Michigan? No, ma'am. We're just the administrator, we're not an actual carrier. It will be to 90 Degree. It'll be to 90 Degree? Yes, ma'am. If it is for medical services, yes, it'll be to 90 Degree, that's who they have their medical preventative plan with and it does have a network requirement. Okay. And what is their address? I'll have to get you transferred over to them to have a specific address to submit claims to. Okay. Thank you for having me. Of course, barely one moment while I get you over to them.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in the Common, I'm here with Frances. May I help you today?

Speaker speaker_1: This is Paula with Baptist Health Columbo and I was just calling to check eligibility for two patients.

Speaker speaker_0: All right, and you said, um, which hospital are you with, I'm sorry?

Speaker speaker_1: No, I'm with, um, Baptist Health Medical Care Primary Group. It's primary. It's not a hospital.

Speaker speaker_0: All right. So I'm going to need to check them one at a time. What will be the first and last name of the first patient?

Speaker speaker_1: Brittany Brandon. Date of birth is 01/01/'93.

Speaker speaker_0: Okay. Who the mother is Brittany? The spelling of the first name is down as B-R-I-T-N-E-Y?

Speaker speaker_1: No, B-R-I-T-T-A-N-Y and then Brandon, B-R-A-N-D-O-N.

Speaker speaker_0: And you said date of birth January 1st, 1993?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So she's currently not active in any coverage. Not active? No ma'am, she hasn't had coverage since 2023.

Speaker speaker_1: Okay. And then what about him? Um, her husband which is who it's supposed to go through. His is Joshua Brandon. His date of birth is 12/05/'91. 12/05/'91. Okay, so the only policy she'll have coverage with will be his, um, he is active in coverage and I do see her down under dependent. Okay, so both of them are active then?

Speaker speaker_0: Yes, ma'am. The only thing will be that Miss Brittany is a dependent on Mr. Joshua's policy.

Speaker speaker_1: Okay. And when did this begin?

Speaker speaker_0: February 24, 2025.

Speaker speaker_1: February 24, 2025?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay, and what's the reference number?

Speaker speaker_0: It will be F04 282 025.

Speaker speaker_1: And what address do we send it to? Is it Benefits in the Car PO Box 21705 Egan, Michigan?

Speaker speaker_0: No, ma'am. We're just the administrator, we're not an actual carrier. It will be to 90 Degree.

Speaker speaker_1: It'll be to 90 Degree?

Speaker speaker_0: Yes, ma'am. If it is for medical services, yes, it'll be to 90 Degree, that's who they have their medical preventative plan with and it does have a network requirement.

Speaker speaker_1: Okay. And what is their address?

Speaker speaker_0: I'll have to get you transferred over to them to have a specific address to submit claims to.

Speaker speaker_1: Okay. Thank you for having me.

Speaker speaker_0: Of course, barely one moment while I get you over to them.