Transcript: Justin Mills-4552171059200000-6528995993632768

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Yes, hi. I was just calling to verify eligibility for a patient. He's here at the urgent care today, so I just needed to see if he is in network or if we are in network for him. Um, so we honestly don't know if the p- if the provider is in network. We don't have that information, but I can provide eligibility and a telephone number to where if you provide the ZIP code, they can give you a list of providers in that location. Okay. What is that number? Um, so that company is called MultiPlan. Mm-hmm. And their telephone number is 800-457-1403. Okay. Thank you. I'll go ahead and give them a call. Well, I can... If... Were you still needing eligibility on the patient or no? Yes. I just- Okay. What's the patient's first and last name? It's gonna be Paul, and then last name is Bedoya, B-E-D-O-Y-A. Date of birth, 10/27/03. Okay. Let's see here. So it looks like Paul is only covered for preventative healthcare services only. Okay, so what would... Okay, so not urgent care services or... Correct, so preventative, like physicals, diabetes screenings, vaccinations, stuff like that. So urgent care wouldn't be covered. Oh, okay. Got it. Um... Okay. I'll let him know then. Awesome. Well, you have a wonderful day- Okay. ... okay? You too. Thank you. All right. Bye-bye. Mm-hmm. Goodbye.

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 Cart. This is Justin. How can I help you today?

Speaker speaker_2: Yes, hi. I was just calling to verify eligibility for a patient. He's here at the urgent care today, so I just needed to see if he is in network or if we are in network for him.

Speaker speaker_1: Um, so we honestly don't know if the p- if the provider is in network. We don't have that information, but I can provide eligibility and a telephone number to where if you provide the ZIP code, they can give you a list of providers in that location.

Speaker speaker_2: Okay. What is that number?

Speaker speaker_1: Um, so that company is called MultiPlan.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And their telephone number is 800-457-1403.

Speaker speaker_2: Okay. Thank you. I'll go ahead and give them a call.

Speaker speaker_1: Well, I can... If... Were you still needing eligibility on the patient or no?

Speaker speaker_2: Yes. I just-

Speaker speaker_1: Okay. What's the patient's first and last name?

Speaker speaker_2: It's gonna be Paul, and then last name is Bedoya, B-E-D-O-Y-A. Date of birth, 10/27/03.

Speaker speaker_3: Okay.

Speaker speaker_1: Let's see here. So it looks like Paul is only covered for preventative healthcare services only.

Speaker speaker_2: Okay, so what would... Okay, so not urgent care services or...

Speaker speaker_1: Correct, so preventative, like physicals, diabetes screenings, vaccinations, stuff like that. So urgent care wouldn't be covered.

Speaker speaker_2: Oh, okay. Got it. Um... Okay. I'll let him know then.

Speaker speaker_1: Awesome. Well, you have a wonderful day-

Speaker speaker_2: Okay.

Speaker speaker_1: ... okay?

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: All right. Bye-bye.

Speaker speaker_2: Mm-hmm. Goodbye.