

Transcript: Justin

Mills-4552753164763136-6145567556288512

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. Yes. I'm calling from my provider's office, and I'm trying to verify eligibility. Okay. What's the patient's first and last name? It's, uh... Last name is Barbano, B-A-R-B-A-N-O. First name is Michael. And do you have his date of birth? Yes. It is 7-22-1977. Okay. Let's see here. So, it looks like Michael is covered for preventative healthcare services only. Um, he became active as of February 10th of 2025, and he is currently active in the coverage for this week. Okay. And can you confirm the payer ID? Um, bear with me one second. Let's see here. Gonna have to search up his ID card. Bear with me. Barbano. Let's see here. And what's that payer ID? Well, I'm asking to confirm. Uh, I just... I just wanna make sure what's on the card is correct 'cause we have it in our system with a different payer ID. Um, yeah. So, the payer ID that I have on his ID card is 64556. Okay. And, um, is there a network for this coverage? Like, um, is there a way to tell if we are in network for him? Uh, Multiplan. I do know it's under the Multiplan network, and I have their number to find providers or to see if you are in network with them. That's okay. I... Um, I don't wanna call any more numbers. Um, and are you able to tell me if he... So, he doesn't have copays or deductibles or out-of-pockets that he would have to pay on, like, the day-of service or anything? Correct. Um, as long as it's preventative-wise, it should be covered at 100%. No deductible and no copay. Can you, can you verify if dermatology is considered as preventative? Like, the annual skin checks? Um... Yeah. Let me look at the benefit guide. Bear with me one second. Let's see. Here. Do you mind if I place you on a brief hold for a second? Sure. Okay. Hello, are you still there? Yes. Awesome. Thank you so much for holding. So, looking in the benefit guide, I'm not seeing if skin screenings are covered. Um, so that may be more of a carrier question. Um, and I can get the tr- carrier on the phone if need be. Um, h- well... Um, it's okay. Um, it's fine. I'll... We'll figure it out later. Um, okay. So, I just needed to get that all verified. So, is there a call reference number? Um, yes. So, it's my first name, which is Justin, and then M as in Mary, and then today's date. 3-28... The four year? Uh, two. Four-digit year? Or three-digit? Three-digit. Okay. So, 3-28-25. Correct. All right. Thank you so much. I appreciate it. You're welcome. You have a great weekend, okay? Okay. You too. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi. Yes. I'm calling from my provider's office, and I'm trying to verify eligibility.

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

Speaker speaker_1: It's, uh... Last name is Barbano, B-A-R-B-A-N-O. First name is Michael.

Speaker speaker_0: And do you have his date of birth?

Speaker speaker_1: Yes. It is 7-22-1977.

Speaker speaker_0: Okay. Let's see here. So, it looks like Michael is covered for preventative healthcare services only. Um, he became active as of February 10th of 2025, and he is currently active in the coverage for this week.

Speaker speaker_1: Okay. And can you confirm the payer ID?

Speaker speaker_0: Um, bear with me one second. Let's see here. Gonna have to search up his ID card. Bear with me. Barbano. Let's see here. And what's that payer ID?

Speaker speaker_1: Well, I'm asking to confirm. Uh, I just... I just wanna make sure what's on the card is correct 'cause we have it in our system with a different payer ID.

Speaker speaker_0: Um, yeah. So, the payer ID that I have on his ID card is 64556.

Speaker speaker_1: Okay. And, um, is there a network for this coverage? Like, um, is there a way to tell if we are in network for him?

Speaker speaker_0: Uh, Multiplan. I do know it's under the Multiplan network, and I have their number to find providers or to see if you are in network with them.

Speaker speaker_1: That's okay. I... Um, I don't wanna call any more numbers. Um, and are you able to tell me if he... So, he doesn't have copays or deductibles or out-of-pockets that he would have to pay on, like, the day-of service or anything?

Speaker speaker_0: Correct. Um, as long as it's preventative-wise, it should be covered at 100%. No deductible and no copay.

Speaker speaker_1: Can you, can you verify if dermatology is considered as preventative? Like, the annual skin checks?

Speaker speaker_0: Um... Yeah. Let me look at the benefit guide. Bear with me one second. Let's see. Here. Do you mind if I place you on a brief hold for a second?

Speaker speaker_1: Sure.

Speaker speaker_0: Okay. Hello, are you still there?

Speaker speaker_1: Yes.

Speaker speaker_0: Awesome. Thank you so much for holding. So, looking in the benefit guide, I'm not seeing if skin screenings are covered. Um, so that may be more of a carrier question. Um, and I can get the tr- carrier on the phone if need be.

Speaker speaker_1: Um, h- well... Um, it's okay. Um, it's fine. I'll... We'll figure it out later. Um, okay. So, I just needed to get that all verified. So, is there a call reference number?

Speaker speaker_0: Um, yes. So, it's my first name, which is Justin, and then M as in Mary, and then today's date.

Speaker speaker_1: 3-28... The four year?

Speaker speaker_0: Uh, two.

Speaker speaker_1: Four-digit year? Or three-digit?

Speaker speaker_0: Three-digit.

Speaker speaker_1: Okay. So, 3-28-25.

Speaker speaker_0: Correct.

Speaker speaker_1: All right. Thank you so much. I appreciate it.

Speaker speaker_0: You're welcome. You have a great weekend, okay?

Speaker speaker_1: Okay. You too. You too. Bye-bye.

Speaker speaker_0: Bye-bye.