

Transcript: Justin

Mills-4649537082408960-4657349862801408

Full Transcript

Thank you for calling Benefits and a Card, this is Justin- Yo soy... :... How can I help you today? ... yo soy el que called before him, he said that he wants to verify his health insurance. Hi. Yes. I'm calling to verify eligibility on a patient. Okay. What's the patient's first and last name? That will be for Sergio Ramirez. Could you spell the first name and last name for me, please? Sergio is S-E-R-G-I-O. Ramirez, R-A-M-I-R-A-Z. Do you have the last four of their social by any chance? 'Cause I have a lot of, uh, Sergio Ramirezes in my system. Ramirez. Let's see. Um... let me ask him. He's right here. Hold on a second, okay? Okay. Sergio? Sergio? Cuantos son la ultima cuatro de su seguro? Cuatro, cuatro, siete, tres. Ocho, cuatro? Siete, tres. Okay. Gracias. 8473. And confirm his date of birth? 9868. Mm-hmm. And you're calling from a medical provider's office? Yes. Okay. So it looks like Sergio is covered for preventative healthcare services only. Um, member became active as of January 6th of 2025, and they are currently active in the coverage for this week. Oh, okay. So it is like a month-to-month? It's weekly, week-to-week, so it's weekly deductions. Oh, weekly deductions. Okay. And you said preventative care, like routine physicals, that's covered? Correct. So like- Okay. ... physicals, um, diabetes screenings, stuff like that. Preventative services. Uh, labs, you mean? As long as it's preventative-wise, it would be covered, yes. Oh, okay. Perfect. Okay. So it's weekly, and this is, uh, the number I just called. So is... what's the name of the insurance actually? Is that 90 Degree? Yes, 90 Degree Benefits. Okay. Is this a, like a HMO or PPO? Um, it's a hospital indemnity, I do know that, but let me verify. Okay. Yeah. I'm not seeing if it's a HMO or a PPO. Um, all I do know is it's preventative services only, and it's a hospital indemnity. Hm. They don't have like a... they don't have like a primary care assigned to 'em, right? Not that I can see. Okay. Oh, okay. And, um, for the labs, uh, they could go to Quest Diagnostics? Uh, no. Honestly, I wouldn't know the answer to that question, 'cause we're not the insurance carrier. We don't accept claims. That would probably be a question for the insurance carrier, 90 Degree Benefits. Oh, okay. So... Hm. This is the number I called, though. This is, um, so 8... 1-800-833-4286, and it says it's 90 Degree- Um. ... Benefits. Yeah. What option did you press? Hmm. I, I believe I pushed four. Okay. So four routes you back to us at Benefits and a Card. Um, I would redial the number and press option one, 'cause that routes you to 90 Degree Benefits. Oh, I see. Okay. Okay. That sounds good. And your name? My name is Justin. Justin. And for reference number for the call? Yeah. So my first name, and then M as in Mary, and then today's date. Oh, okay, Justin. Thank you so much for your help. Okay? You're welcome. You have a great day, okay? Mm-hmm. You, too. Bye-bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card, this is Justin-

Speaker speaker_1: Yo soy... :... How can I help you today? ... yo soy el que called before him, he said that he wants to verify his health insurance.

Speaker speaker_2: Hi. Yes. I'm calling to verify eligibility on a patient.

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

Speaker speaker_2: That will be for Sergio Ramirez. Could you spell the first name and last name for me, please? Sergio is S-E-R-G-I-O. Ramirez, R-A-M-I-R-A-Z.

Speaker speaker_0: Do you have the last four of their social by any chance? 'Cause I have a lot of, uh, Sergio Ramirezes in my system.

Speaker speaker_2: Ramirez. Let's see. Um... let me ask him. He's right here. Hold on a second, okay?

Speaker speaker_0: Okay.

Speaker speaker_2: Sergio? Sergio? Cuantos son la ultima cuatro de su seguro?

Speaker speaker_3: Cuatro, cuatro, siete, tres.

Speaker speaker_2: Ocho, cuatro?

Speaker speaker_3: Siete, tres.

Speaker speaker_2: Okay. Gracias. 8473.

Speaker speaker_0: And confirm his date of birth?

Speaker speaker_2: 9868.

Speaker speaker_0: Mm-hmm. And you're calling from a medical provider's office?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. So it looks like Sergio is covered for preventative healthcare services only. Um, member became active as of January 6th of 2025, and they are currently active in the coverage for this week.

Speaker speaker_2: Oh, okay. So it is like a month-to-month?

Speaker speaker_0: It's weekly, week-to-week, so it's weekly deductions.

Speaker speaker_2: Oh, weekly deductions. Okay. And you said preventative care, like routine physicals, that's covered?

Speaker speaker_0: Correct. So like-

Speaker speaker_2: Okay.

Speaker speaker_0: ... physicals, um, diabetes screenings, stuff like that. Preventative services.

Speaker speaker_2: Uh, labs, you mean?

Speaker speaker_0: As long as it's preventative-wise, it would be covered, yes.

Speaker speaker_2: Oh, okay. Perfect. Okay. So it's weekly, and this is, uh, the number I just called. So is... what's the name of the insurance actually? Is that 90 Degree?

Speaker speaker_0: Yes, 90 Degree Benefits.

Speaker speaker_2: Okay. Is this a, like a HMO or PPO?

Speaker speaker_0: Um, it's a hospital indemnity, I do know that, but let me verify.

Speaker speaker_2: Okay.

Speaker speaker_0: Yeah. I'm not seeing if it's a HMO or a PPO. Um, all I do know is it's preventative services only, and it's a hospital indemnity.

Speaker speaker_2: Hm. They don't have like a... they don't have like a primary care assigned to 'em, right?

Speaker speaker_0: Not that I can see.

Speaker speaker_2: Okay. Oh, okay. And, um, for the labs, uh, they could go to Quest Diagnostics?

Speaker speaker_0: Uh, no. Honestly, I wouldn't know the answer to that question, 'cause we're not the insurance carrier. We don't accept claims. That would probably be a question for the insurance carrier, 90 Degree Benefits.

Speaker speaker_2: Oh, okay. So... Hm. This is the number I called, though. This is, um, so 8... 1-800-833-4286, and it says it's 90 Degree-

Speaker speaker_0: Um.

Speaker speaker_2: ... Benefits.

Speaker speaker_0: Yeah. What option did you press?

Speaker speaker_2: Hmm. I, I believe I pushed four.

Speaker speaker_0: Okay. So four routes you back to us at Benefits and a Card. Um, I would redial the number and press option one, 'cause that routes you to 90 Degree Benefits.

Speaker speaker_2: Oh, I see. Okay. Okay. That sounds good. And your name?

Speaker speaker_0: My name is Justin.

Speaker speaker_2: Justin. And for reference number for the call?

Speaker speaker_0: Yeah. So my first name, and then M as in Mary, and then today's date.

Speaker speaker_2: Oh, okay, Justin. Thank you so much for your help. Okay?

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

Speaker speaker_2: Mm-hmm. You, too. Bye-bye.

Speaker speaker_0: All right. Bye-bye.