

Transcript: Justin

Mills-5016256730152960-5195622189678592

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. My name is Ashley, and I have a member that I'd like to verify benefits for. Okay. What's the patient's first and last name? Nina Adams. And confirm her date of birth? January 24th, 1969. Okay. So let's see here. So it looks like Nina became active in the coverage as of January 1st of 2024. The coverage for hospitals, doctors, and medications, plus preventative healthcare services. However, what were you specifically needing? Um, she's coming in for a ultrasound, but it'll be performed in a outpatient hospital setting. Um, so let me check on that. Let's see. Outpatient... Um, here, do you mind if I place you on a brief hold for a second? Yes, that's fine. Okay. Hello. Are you still there? Yeah. Awesome. Thank you so much for holding. So it looks like she has coverage for medical imaging. Uh, the VIP+ covers \$200 a day for that ultrasound. Uh, let's see. But I'm not seeing anything regarding outpatient facility, but she does have coverage for that, um, ultrasound, though. Okay, and the plan covers \$200 a day for imaging? Correct. For medical imaging, yes, ma'am. And if I may ask, is the policy like a limited indemnity plan? Oh, yes, ma'am. It's hospital indemnity. Okay. And her plan, d- does it have a deductible, out-of-pocket, or no? Um, no, ma'am. Not that I can see. Okay. And now for that imaging benefit, um, are there any limitations, like as far as how many times the plan will cover, like per day, per calendar year? Um, so it looks like \$200 a day for a max of one day. Okay. So it covers the \$200 once per year? Correct. Per calendar year? Correct. Okay. Are you able to see if that benefit has been used at all? Um, no, ma'am. I don't have access to that information. I can transfer you over to the insurance carrier that would be responsible for that information. Oh, you don't have to. Um, let's see. And that's actually gonna cover everything that I need. Justin, could you provide me with a call reference number? Yeah. So it's my first name, and then, uh, M as in Mary, and then today's date. Got it. Thank you so much, Justin. I appreciate your help on today. You're welcome. You have a great weekend, okay? Thank you. You as well, and happy holidays. Happy holidays to you, too. Bye-bye. Thank you. Bye-bye.

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

Speaker speaker_2: Hi, Justin. My name is Ashley, and I have a member that I'd like to verify benefits for.

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

Speaker speaker_2: Nina Adams.

Speaker speaker_1: And confirm her date of birth?

Speaker speaker_2: January 24th, 1969.

Speaker speaker_1: Okay. So let's see here. So it looks like Nina became active in the coverage as of January 1st of 2024. The coverage for hospitals, doctors, and medications, plus preventative healthcare services. However, what were you specifically needing?

Speaker speaker_2: Um, she's coming in for a ultrasound, but it'll be performed in a outpatient hospital setting.

Speaker speaker_1: Um, so let me check on that. Let's see. Outpatient... Um, here, do you mind if I place you on a brief hold for a second?

Speaker speaker_2: Yes, that's fine.

Speaker speaker_1: Okay. Hello. Are you still there?

Speaker speaker_2: Yeah.

Speaker speaker_1: Awesome. Thank you so much for holding. So it looks like she has coverage for medical imaging. Uh, the VIP+ covers \$200 a day for that ultrasound. Uh, let's see. But I'm not seeing anything regarding outpatient facility, but she does have coverage for that, um, ultrasound, though.

Speaker speaker_2: Okay, and the plan covers \$200 a day for imaging?

Speaker speaker_1: Correct. For medical imaging, yes, ma'am.

Speaker speaker_2: And if I may ask, is the policy like a limited indemnity plan?

Speaker speaker_1: Oh, yes, ma'am. It's hospital indemnity.

Speaker speaker_2: Okay. And her plan, d- does it have a deductible, out-of-pocket, or no?

Speaker speaker_1: Um, no, ma'am. Not that I can see.

Speaker speaker_2: Okay. And now for that imaging benefit, um, are there any limitations, like as far as how many times the plan will cover, like per day, per calendar year?

Speaker speaker_1: Um, so it looks like \$200 a day for a max of one day.

Speaker speaker_2: Okay. So it covers the \$200 once per year?

Speaker speaker_1: Correct.

Speaker speaker_2: Per calendar year?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. Are you able to see if that benefit has been used at all?

Speaker speaker_1: Um, no, ma'am. I don't have access to that information. I can transfer you over to the insurance carrier that would be responsible for that information.

Speaker speaker_2: Oh, you don't have to. Um, let's see. And that's actually gonna cover everything that I need. Justin, could you provide me with a call reference number?

Speaker speaker_1: Yeah. So it's my first name, and then, uh, M as in Mary, and then today's date.

Speaker speaker_2: Got it. Thank you so much, Justin. I appreciate your help on today.

Speaker speaker_1: You're welcome. You have a great weekend, okay?

Speaker speaker_2: Thank you. You as well, and happy holidays.

Speaker speaker_1: Happy holidays to you, too. Bye-bye.

Speaker speaker_2: Thank you. Bye-bye.