

Transcript: Justin

Mills-5052087521820672-6367272140324864

Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hey, Justin. My name is Erica. I'm calling from Piedmont Mountainside Hospital. I was calling for, um, hospital outpatient facility benefits along with authorization requirements for this member, if possible. Yeah. What's the patient's first and last name? Uh, first name is Joshua, last name is Stokes. And do you have the member's date of birth? Uh, September 29th, 2004. Okay. Let's see. You said outpatient hospital? Yes. So it looks like he has the VIP standard, so the insurance carrier will pay \$250 a day for a max of one day. Um, let's see. He officially became- Uh-oh, I'm sorry. You said two- you said \$250? Uh, correct, a day for a max of one day. Maximum for one day. Gotcha. And then they officially became active as of December 16th of 2024. Gotcha. Am I able to provide you a CPT code to determine if an auth is required? Um, now that may be more of an insurance carrier thing. Oh. We're just the benefit administrators for them here. Okay. But let me get somebody on at the insurance carrier who could help further assist you, okay? Oh, okay. Thank you so much. You're welcome. Oh, and, um, before we go, uh, do you have that direct number- Oh yeah. ... just in case I need to call back? Yeah. Um, so let's see. So the insurance carrier is 800- Mm-hmm. ... 256- Mm-hmm. ... 8606. And it's American Public Life. American Public Life. Gotcha. Thank you so much. You're welcome. Just bear with me one second, okay? Okay. Thank you again. Okay.

Conversation Format

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

Speaker speaker_1: Hey, Justin. My name is Erica. I'm calling from Piedmont Mountainside Hospital. I was calling for, um, hospital outpatient facility benefits along with authorization requirements for this member, if possible.

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

Speaker speaker_1: Uh, first name is Joshua, last name is Stokes.

Speaker speaker_0: And do you have the member's date of birth?

Speaker speaker_1: Uh, September 29th, 2004.

Speaker speaker_0: Okay. Let's see. You said outpatient hospital?

Speaker speaker_1: Yes.

Speaker speaker_0: So it looks like he has the VIP standard, so the insurance carrier will pay \$250 a day for a max of one day. Um, let's see. He officially became-

Speaker speaker_1: Uh-oh, I'm sorry. You said two- you said \$250?

Speaker speaker_0: Uh, correct, a day for a max of one day.

Speaker speaker_1: Maximum for one day. Gotcha.

Speaker speaker_0: And then they officially became active as of December 16th of 2024.

Speaker speaker_1: Gotcha. Am I able to provide you a CPT code to determine if an auth is required?

Speaker speaker_0: Um, now that may be more of an insurance carrier thing.

Speaker speaker_1: Oh.

Speaker speaker_0: We're just the benefit administrators for them here.

Speaker speaker_1: Okay.

Speaker speaker_0: But let me get somebody on at the insurance carrier who could help further assist you, okay?

Speaker speaker_1: Oh, okay. Thank you so much.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Oh, and, um, before we go, uh, do you have that direct number-

Speaker speaker_0: Oh yeah.

Speaker speaker_1: ... just in case I need to call back?

Speaker speaker_0: Yeah. Um, so let's see. So the insurance carrier is 800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 256-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 8606. And it's American Public Life.

Speaker speaker_1: American Public Life. Gotcha. Thank you so much.

Speaker speaker_0: You're welcome. Just bear with me one second, okay?

Speaker speaker_1: Okay. Thank you again. Okay.