

Transcript: Justin

Mills-5082829234421760-4613834827939840

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. Um, I received an explanation of benefits for a doctor's visit that I had that was just, like, an annual wellness checkup, and it wasn't covered, and the code says that it's not considered a preventive service. So, I was just wondering why. Um, yeah. So that's something to do with the insurance carrier. Bear with me one second, okay? Okay.

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. Um, I received an explanation of benefits for a doctor's visit that I had that was just, like, an annual wellness checkup, and it wasn't covered, and the code says that it's not considered a preventive service. So, I was just wondering why.

Speaker speaker_0: Um, yeah. So that's something to do with the insurance carrier. Bear with me one second, okay?

Speaker speaker_1: Okay.