

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, hi, my name is Peter. My initial, P as in Peter. I'm calling from, uh, Bon Secours St. Francis Downtown Hospital. Uh, this call is about your patient, uh... This patient is scheduled for hospital outpatient surgery. Uh, place of service is going to be on-campus hospital outpatient surgery. I need eligibility and benefit information. Okay. What's the patient's first and last name? I spell the patient's last name. E as in echo, L as in lima, M as in Mike, O as in Oscar, R as in Romeo, E as in echo. That is last name. Uh, first name is, uh, D as in David, U as in uniform, R as in Romeo, E as in echo, A as in apple, L as in lima. That is first name. Patient's date of birth is February 22nd of 1992. 02221992. Okay. So let's see here. Let me pull up benefit guide. So you stayed at inpatient facility and outpatient hospital, you said? Yes. Place of service is going to be on-campus hospital outpatient surgery. Outpatient surgery. Okay. Inpatient. Okay, so it looks like the member has coverage for that. They have the Insha Plus Enhanced, which the insurance carrier pays \$1,500 for that. Um, let's see here. Okay. Okay. I want to make sure with you whether this patient has surgery benefit, hospital- Yeah, they do. ... inpatient surgery. Okay. Is there any copay, coinsurance, deductible has been applied for this? Um, not that I can see. Uh, before that, uh, please confirm whether this patient still active or not. What is the- Yes. ... activity for this number? Um, so they are currently active in the coverage for this week. Um, they became active as of January 6th of 2025. 6th of 2025. Uh, actually, this patient is scheduled for outpatient surgery on April 2nd. Uh, could you please confirm whether this patient will be active on... for next month, active on next month, April 2nd? Is there any termination date? Um, now it all... It's, it's week-to-week, so it's based on deductions, so it just depends on if deductions come off the member's paycheck this week for them to become active in the coverage for next week. Oh, I see. Okay. April 2nd. Uh, just be a moment. April 2nd will come on next week, right? Uh, please confirm whether this patient will be active on next week. Um, like I said, it all depends on if deductions come off their paycheck this week because it's week-to-week coverage. Oh, I see, week-to-week coverage. But this patient has benefit, right? Surgery benefit? Correct. Okay. Um, uh, this patient has h-scheduled for hospital outpatient surgery. Whether we, whether we need to get any authorization for surgery if this patient will be active on next week? Uh, not that I can see. Sorry? I said, not that I can see. Okay, please take your time.

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: Uh, hi, my name is Peter. My initial, P as in Peter. I'm calling from, uh, Bon Secours St. Francis Downtown Hospital. Uh, this call is about your patient, uh... This patient is scheduled for hospital outpatient surgery. Uh, place of service is going to be on-campus hospital outpatient surgery. I need eligibility and benefit information.

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

Speaker speaker_1: I spell the patient's last name. E as in echo, L as in lima, M as in Mike, O as in Oscar, R as in Romeo, E as in echo. That is last name. Uh, first name is, uh, D as in David, U as in uniform, R as in Romeo, E as in echo, A as in apple, L as in lima. That is first name. Patient's date of birth is February 22nd of 1992. 02221992.

Speaker speaker_0: Okay. So let's see here. Let me pull up benefit guide. So you stayed at inpatient facility and outpatient hospital, you said?

Speaker speaker_1: Yes. Place of service is going to be on-campus hospital outpatient surgery.

Speaker speaker_0: Outpatient surgery. Okay. Inpatient. Okay, so it looks like the member has coverage for that. They have the Insha Plus Enhanced, which the insurance carrier pays \$1,500 for that. Um, let's see here.

Speaker speaker_1: Okay. Okay. I want to make sure with you whether this patient has surgery benefit, hospital-

Speaker speaker_0: Yeah, they do.

Speaker speaker_1: ... inpatient surgery. Okay. Is there any copay, coinsurance, deductible has been applied for this?

Speaker speaker_0: Um, not that I can see.

Speaker speaker_1: Uh, before that, uh, please confirm whether this patient still active or not. What is the-

Speaker speaker_0: Yes.

Speaker speaker_1: ... activity for this number?

Speaker speaker_0: Um, so they are currently active in the coverage for this week. Um, they became active as of January 6th of 2025.

Speaker speaker_1: 6th of 2025. Uh, actually, this patient is scheduled for outpatient surgery on April 2nd. Uh, could you please confirm whether this patient will be active on... for next month, active on next month, April 2nd? Is there any termination date?

Speaker speaker_0: Um, now it all... It's, it's week-to-week, so it's based on deductions, so it just depends on if deductions come off the member's paycheck this week for them to become active in the coverage for next week.

Speaker speaker_1: Oh, I see. Okay. April 2nd. Uh, just be a moment. April 2nd will come on next week, right? Uh, please confirm whether this patient will be active on next week.

Speaker speaker_0: Um, like I said, it all depends on if deductions come off their paycheck this week because it's week-to-week coverage.

Speaker speaker_1: Oh, I see, week-to-week coverage. But this patient has benefit, right? Surgery benefit?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. Um, uh, this patient has h- scheduled for hospital outpatient surgery. Whether we, whether we need to get any authorization for surgery if this patient will be active on next week?

Speaker speaker_0: Uh, not that I can see.

Speaker speaker_1: Sorry?

Speaker speaker_0: I said, not that I can see.

Speaker speaker_1: Okay, please take your time.