

## **Transcript: Justin**

**Mills-5676908029853696-6330078670274560**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hey, Justin. My name is Dina. I'm calling from the Phoenix Center. Um, I'm trying to check on eligibility and benefits for a client we have. Yeah. What's the client's first and last name? First name is Travis, T-R-A-V-A-S. And last name is Harmon, H-A-R-M-O-N. And confirming their date of birth? September 29th, 1999. All right. So let's see here. So it looks like they're covered for hospitals, doctors, and medications, plus preventative services. Now, I do see they do have behavioral health, but that's more of an, uh, online behavioral health option, not in person. Mm. Let's see. However, what are you specifically needing? So yeah, so we are mental or behavioral health. Mm-hmm. Um, more like substance, substance use services. Okay. Is that covered? Um, yes. So he does have coverage for that. Um, let me see. Give me one second. Yes. So he does have coverage for that. He became active, let's see, as of January 6th of 2025, and he is currently active in the coverage for this week. All right. And do you know, uh, could you tell me the deductible and out-of-pocket, please? Uh, let's see. Now there is no deductible since it's not major medical insurance. Um, he has a copay though, and it's \$50. Okay. Is there an out-of-pocket maximum? Uh, I'm looking. Bear with me one second. Mm-hmm. So I'm not seeing any out-of-pocket, um, expense, but I do see a, a \$50 coverage for that office visit. But that's pretty much the only thing that I'm seeing there. Okay. No out-of-pocket, just \$50 copay. Okay. Could you tell me if you require prior authorization for some CPT codes I have? Um, yeah. Bear with me one second, okay? 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 Dina. I'm calling from the Phoenix Center. Um, I'm trying to check on eligibility and benefits for a client we have.

Speaker speaker\_0: Yeah. What's the client's first and last name?

Speaker speaker\_1: First name is Travis, T-R-A-V-A-S. And last name is Harmon, H-A-R-M-O-N.

Speaker speaker\_0: And confirming their date of birth?

Speaker speaker\_1: September 29th, 1999.

Speaker speaker\_0: All right. So let's see here. So it looks like they're covered for hospitals, doctors, and medications, plus preventative services. Now, I do see they do have behavioral health, but that's more of an, uh, online behavioral health option, not in person. Mm. Let's see. However, what are you specifically needing?

Speaker speaker\_1: So yeah, so we are mental or behavioral health.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Um, more like substance, substance use services.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Is that covered?

Speaker speaker\_0: Um, yes. So he does have coverage for that. Um, let me see. Give me one second. Yes. So he does have coverage for that. He became active, let's see, as of January 6th of 2025, and he is currently active in the coverage for this week.

Speaker speaker\_1: All right. And do you know, uh, could you tell me the deductible and out-of-pocket, please?

Speaker speaker\_0: Uh, let's see. Now there is no deductible since it's not major medical insurance. Um, he has a copay though, and it's \$50.

Speaker speaker\_1: Okay. Is there an out-of-pocket maximum?

Speaker speaker\_0: Uh, I'm looking. Bear with me one second.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So I'm not seeing any out-of-pocket, um, expense, but I do see a, a \$50 coverage for that office visit. But that's pretty much the only thing that I'm seeing there.

Speaker speaker\_1: Okay. No out-of-pocket, just \$50 copay. Okay. Could you tell me if you require prior authorization for some CPT codes I have?

Speaker speaker\_0: Um, yeah. Bear with me one second, okay?

Speaker speaker\_1: Okay.