

## Transcript: Justin

**Mills-5712895938969600-6618676372750336**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, my name is Aria Carter from Peachtree Immediate Care Urgent Care, um, on behalf for a member to verify coverage. Okay. What's the patient's first and last name? Uh, first name is Keshia. Last name is Greer. And Keshia, K-E-S-H-A? K-E-S-H-I-A. I-A, okay. Mm-hmm. And Greer, G-R-E-E-R? G-R-I-E-R. G-R-I-E-R, okay. And confirming the date of birth? It'll be November 19th, 1974. Okay. Okay, so let's see here. So looking at the file, member became active in the coverage, let's see, as of December 9th of 2024. Uh, they are currently active for this week. Um, however, what were you specifically needing? Um, so do you guys have a PO Box so that I can actually search the plan? Um, I have a claims address. Yeah, can I see? Okay. Yeah, um, so let's see. So it's PO Box 248950, in Oklahoma City, Oklahoma- Do you guys- ... 73124. Okay. Thank you. Do you guys go by American Public Life? Correct. That's the main insurance carrier, yes. Right. And could you inform me of the urgent care copay amount? Um, let's see. Let's see, enhanced urgent care, so it's a \$60 copay. 60? Correct. Um, do you know if you guys are in network or out of network for Peachtree Immediate Care? Uh, no, we wouldn't have any information regarding that. Um, I can provide you with MultiPlan's telephone number, and if you provide them with your ZIP code, they can give you... they can provide that list. Okay. And you did say it was active, correct? Correct. Okay. And can I have your first name? My name is Justin. Is it spelled J-U-S-T-I-N? Correct. Okay. And initials of your last name. Uh, M as in Mary. All right. And do you have a car reference number that I can get? Yeah, so it was my first name and then M as in Mary, and then today's date. All right. And I think that's all that I need today. Awesome. Well, you have a wonderful day, okay? You too. All right, bye-bye. Mm-hmm.

### 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: Yes, my name is Aria Carter from Peachtree Immediate Care Urgent Care, um, on behalf for a member to verify coverage.

Speaker speaker\_0: Okay. What's the patient's first and last name?

Speaker speaker\_1: Uh, first name is Keshia. Last name is Greer.

Speaker speaker\_0: And Keshia, K-E-S-H-A?

Speaker speaker\_1: K-E-S-H-I-A.

Speaker speaker\_0: I-A, okay.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And Greer, G-R-E-E-R?

Speaker speaker\_1: G-R-I-E-R.

Speaker speaker\_0: G-R-I-E-R, okay. And confirming the date of birth?

Speaker speaker\_1: It'll be November 19th, 1974.

Speaker speaker\_0: Okay. Okay, so let's see here. So looking at the file, member became active in the coverage, let's see, as of December 9th of 2024. Uh, they are currently active for this week. Um, however, what were you specifically needing?

Speaker speaker\_1: Um, so do you guys have a PO Box so that I can actually search the plan?

Speaker speaker\_0: Um, I have a claims address.

Speaker speaker\_1: Yeah, can I see?

Speaker speaker\_0: Okay. Yeah, um, so let's see. So it's PO Box 248950, in Oklahoma City, Oklahoma-

Speaker speaker\_1: Do you guys-

Speaker speaker\_0: ... 73124.

Speaker speaker\_1: Okay. Thank you. Do you guys go by American Public Life?

Speaker speaker\_0: Correct. That's the main insurance carrier, yes.

Speaker speaker\_1: Right. And could you inform me of the urgent care copay amount?

Speaker speaker\_0: Um, let's see. Let's see, enhanced urgent care, so it's a \$60 copay.

Speaker speaker\_1: 60?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Um, do you know if you guys are in network or out of network for Peachtree Immediate Care?

Speaker speaker\_0: Uh, no, we wouldn't have any information regarding that. Um, I can provide you with MultiPlan's telephone number, and if you provide them with your ZIP code, they can give you... they can provide that list.

Speaker speaker\_1: Okay. And you did say it was active, correct?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay. And can I have your first name?

Speaker speaker\_0: My name is Justin.

Speaker speaker\_1: Is it spelled J-U-S-T-I-N?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay. And initials of your last name.

Speaker speaker\_0: Uh, M as in Mary.

Speaker speaker\_1: All right. And do you have a car reference number that I can get?

Speaker speaker\_0: Yeah, so it was my first name and then M as in Mary, and then today's date.

Speaker speaker\_1: All right. And I think that's all that I need today.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: You too.

Speaker speaker\_0: All right, bye-bye.

Speaker speaker\_1: Mm-hmm.