

Transcript: Justin

Mills-6054285765427200-6100546187083776

Full Transcript

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Hey, Justin. This is Courtney. I'm calling from Carellian Family Medicine. I have a patient that is needing a CT scan of the abdomen, and we're returning to get a prior authorization for that. Um, his dad does not have his insurance card, so I don't have an ID number or anything like that. Um, but he did provide me with this phone number to call. Okay. Um, so is it for him or his daughter? It's for the son. Oh, for the son. My apologies. Um, what's the, uh, policyholder's first and last name? Uh, the policyholder's last name is, uh... or first and last name is Glenn, G-L-E-N-N, last name Stokes. And confirm their date of birth. Um, his date of birth is 10/22/70. Okay. Let's see here. And it's for Bryson, correct? Yes. Okay. So, it looks like, um, the reason why they don't have an ID card just yet is because the member just became active in the coverage as of today. Um, policy information would be generated by Thursday or Friday of this week. Okay. However, he is covered for hospitals, doctors and medications. Okay. All right. So, how would I go about getting a prior authorization for a CT scan? Um, now that may be a question for the insurance carrier. Let me get somebody on, and I'll transfer you over. Bear with me one second. Okay. Okay? All right. Thank you. You're welcome.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Occur. This is Justin. How can I help you today?

Speaker speaker_1: Hey, Justin. This is Courtney. I'm calling from Carellian Family Medicine. I have a patient that is needing a CT scan of the abdomen, and we're returning to get a prior authorization for that. Um, his dad does not have his insurance card, so I don't have an ID number or anything like that. Um, but he did provide me with this phone number to call.

Speaker speaker_0: Okay. Um, so is it for him or his daughter?

Speaker speaker_1: It's for the son.

Speaker speaker_0: Oh, for the son. My apologies. Um, what's the, uh, policyholder's first and last name?

Speaker speaker_1: Uh, the policyholder's last name is, uh... or first and last name is Glenn, G-L-E-N-N, last name Stokes.

Speaker speaker_0: And confirm their date of birth.

Speaker speaker_1: Um, his date of birth is 10/22/70.

Speaker speaker_0: Okay. Let's see here. And it's for Bryson, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, it looks like, um, the reason why they don't have an ID card just yet is because the member just became active in the coverage as of today. Um, policy information would be generated by Thursday or Friday of this week.

Speaker speaker_1: Okay.

Speaker speaker_0: However, he is covered for hospitals, doctors and medications.

Speaker speaker_1: Okay. All right. So, how would I go about getting a prior authorization for a CT scan?

Speaker speaker_0: Um, now that may be a question for the insurance carrier. Let me get somebody on, and I'll transfer you over. Bear with me one second.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay?

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome.