

Transcript: Justin

Mills-6225448323432448-6182669744521216

Full Transcript

Thank you for calling Benefits and Occurrences. This is Justin. How can I help you today? Hi, Justin. I'm, my name is Erin. I'm calling from, um, MiBella Wellness Center, and we have a patient in the office. I was just calling just to see if we were in network with her insurance, and then just what her benefits were. Um, so you were calling to see if she was in network with y'all? Mm-hmm. Yeah. Yeah, and then what her benefits were. Um, so I can provide eligibility regarding benefits, what she's covered for. However, I don't know if y'all are in network, but I have a telephone number to find out that information for you. Okay. Uh, what's that telephone number? Um, so multi-plan is 800- Mm-hmm. ... 457- Mm-hmm. ... 1403. Okay. However, what's the patient's first and last name? Um, her first name is Emily, and last name is Holsomback. H-O-L-S-O-M-B-A-C-K. And confirm their date of birth. Um, their date of birth is 1/28/1994. Okay, so let's see here. So it looks like the member is covered for hospitals, doctors, and medications. They became active as of January 6th of 2025, and they are currently active for this week. And does she have a co-pay for office visits? Uh, let me check on that. \$25. Mm-hmm. And does she have a deductible? Uh, no, ma'am. So the insur- so as long as the co-pay is paid, the insurance carrier pays a set dollar amount. So whatever- Okay. ... the remaining balance is after that coverage, it's her responsibility. Okay. All right. Thank you so much. You're welcome. You have a great day, okay? You too. All right. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, Justin. I'm, my name is Erin. I'm calling from, um, MiBella Wellness Center, and we have a patient in the office. I was just calling just to see if we were in network with her insurance, and then just what her benefits were.

Speaker speaker_0: Um, so you were calling to see if she was in network with y'all?

Speaker speaker_1: Mm-hmm. Yeah. Yeah, and then what her benefits were.

Speaker speaker_0: Um, so I can provide eligibility regarding benefits, what she's covered for. However, I don't know if y'all are in network, but I have a telephone number to find out that information for you.

Speaker speaker_1: Okay. Uh, what's that telephone number?

Speaker speaker_0: Um, so multi-plan is 800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 457-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 1403.

Speaker speaker_1: Okay.

Speaker speaker_0: However, what's the patient's first and last name?

Speaker speaker_1: Um, her first name is Emily, and last name is Holsomback.
H-O-L-S-O-M-B-A-C-K.

Speaker speaker_0: And confirm their date of birth.

Speaker speaker_1: Um, their date of birth is 1/28/1994.

Speaker speaker_0: Okay, so let's see here. So it looks like the member is covered for hospitals, doctors, and medications. They became active as of January 6th of 2025, and they are currently active for this week.

Speaker speaker_1: And does she have a co-pay for office visits?

Speaker speaker_0: Uh, let me check on that. \$25.

Speaker speaker_1: Mm-hmm. And does she have a deductible?

Speaker speaker_0: Uh, no, ma'am. So the insur- so as long as the co-pay is paid, the insurance carrier pays a set dollar amount. So whatever-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the remaining balance is after that coverage, it's her responsibility.

Speaker speaker_1: Okay. All right. Thank you so much.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye-bye.