Transcript: Justin Mills-6352410127941632-4818701532839936

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. Hi, I'm calling from San Gabriel Medical Pharmacy for a member. Are you checking on eligibility, or a claims process? Yes, correct. No, it's eligibility. Okay. What's the patient's first and last name? So it's Maria Leon. So Maria, M-A-R-I-A? Correct. And what was the last name? Leon, L-E-O-N. And do you have the last four of their social by any chance? No, I don't. Um, I have the member's phone number and address. What's their phone number? Phone number I have on file for her is 626-486-7205. And do you have her date of birth by any chance, or no? Yes. So it's 8/13/1969. Okay. And you're calling from a pharmacy? Yes. Okay. So they do have medication coverage up to $30. Mm-hmm. Um, let's see. Let me check on that. Yes, so 10, 20, or $30 generic. Um, yeah, so generic prescriptions only up to $30. Mm-hmm. 'Cause I did try to process... Um, I know she was trying to pick up yesterday her Amlodipine and her... What is it? Um, Aml- Amlodipine and Omeprazole. So it i- it does have a $15 charge for each, and I did try to process the card she gave me, but it, the rejection says that we're not contracted. Do you know what pharmacy might be contracted with them, with their insurance? Um, let's see. Now, honestly, they could reach out to PharmaVeil to see what pharmacy is in their network with the insurance, and I have that telephone number if need be. Okay. What is it? Um, 800- Mm-hmm. ... 933- Mm-hmm. ... 3734. 3734. Oh, okay. Yeah, 'cause if we're getting that rejection, it's not covered, correct? With us. Exa- Correct. Okay. Awesome. So I'll go ahead and let her know, and then, um, thank you for your help. And your name? My name's Justin. Justin. Awesome. Thank you, Justin. Have a great day. You do the same, okay? Thank you. Bye-bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi. Hi, I'm calling from San Gabriel Medical Pharmacy for a member.

Speaker speaker_0: Are you checking on eligibility, or a claims process?

Speaker speaker_1: Yes, correct. No, it's eligibility.

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

Speaker speaker_1: So it's Maria Leon.

Speaker speaker_0: So Maria, M-A-R-I-A?

Speaker speaker_1: Correct.

Speaker speaker_0: And what was the last name?

Speaker speaker_1: Leon, L-E-O-N.

Speaker speaker_0: And do you have the last four of their social by any chance?

Speaker speaker_1: No, I don't. Um, I have the member's phone number and address.

Speaker speaker_0: What's their phone number?

Speaker speaker_1: Phone number I have on file for her is 626-486-7205.

Speaker speaker_0: And do you have her date of birth by any chance, or no?

Speaker speaker_1: Yes. So it's 8/13/1969.

Speaker speaker_0: Okay. And you're calling from a pharmacy?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So they do have medication coverage up to $30.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, let's see. Let me check on that. Yes, so 10, 20, or $30 generic. Um, yeah, so generic prescriptions only up to $30.

Speaker speaker_1: Mm-hmm. 'Cause I did try to process... Um, I know she was trying to pick up yesterday her Amlodipine and her... What is it? Um, Aml- Amlodipine and Omeprazole. So it i- it does have a $15 charge for each, and I did try to process the card she gave me, but it, the rejection says that we're not contracted. Do you know what pharmacy might be contracted with them, with their insurance?

Speaker speaker_0: Um, let's see. Now, honestly, they could reach out to PharmaVeil to see what pharmacy is in their network with the insurance, and I have that telephone number if need be.

Speaker speaker_1: Okay. What is it?

Speaker speaker_0: Um, 800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 933-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 3734.

Speaker speaker_1: 3734. Oh, okay. Yeah, 'cause if we're getting that rejection, it's not covered, correct? With us.

Speaker speaker_0: Exa- Correct.

Speaker speaker_1: Okay. Awesome. So I'll go ahead and let her know, and then, um, thank you for your help. And your name?

Speaker speaker_0: My name's Justin.

Speaker speaker_1: Justin. Awesome. Thank you, Justin. Have a great day.

Speaker speaker_0: You do the same, okay?

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_0: All right. Bye-bye.