

## Transcript: Pamela

**Blanc-6497429688729600-5031218249515008**

### Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? I need to find out if a person requires a pre-authorization for a home sleep study in DME. Um, I believe that... But that will be a carrier, um, question that will be- They just transferred me to you. Oh. Carrier? Mm-hmm. I called the insurance company, yes, and they sent me to you. Oh, wow. And what's the name of the patient? Shawn Perry. P-E-R-R-Y. By any chance, you have the last four digits of their Social? Uh, I do not think so. One moment. Okay. Can you spell the first name for me, just to make sure I have it correct? S-H-A-W-N. And Perry is P-E-R-R-Y, right? Mm-hmm. Date of birth 2/7/78. Okay. Okay, because they have the Stay Healthy... So, what they have is a preventive care plan, um, and in order for the procedures to be covered, you guys have to be in the work. And who was the carrier you spoke with before? I have a number on the back of his card. It was the, um, MultiPlan. Okay. 'Cause MultiPlan is where you find the provider. Yeah. The group, the group is Focus Workplace Management. Okay. No, they are not- I might have gave you the wrong number, too. That is not D, it is zero... I'm looking at the card somebody put me p- No, that's the group numbers. They put the wrong- It starts with a D, deposit number. But, um, yeah, but the MultiPlans, that's where you'll find information for their care. The actual carrier is called IMA90 Degrees. Mm-hmm. Mm, give me one second. Let me get someone on the line for you. Just bear with me.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: I need to find out if a person requires a pre-authorization for a home sleep study in DME.

Speaker speaker\_0: Um, I believe that... But that will be a carrier, um, question that will be-

Speaker speaker\_1: They just transferred me to you.

Speaker speaker\_0: Oh. Carrier?

Speaker speaker\_1: Mm-hmm. I called the insurance company, yes, and they sent me to you.

Speaker speaker\_0: Oh, wow. And what's the name of the patient?

Speaker speaker\_1: Shawn Perry. P-E-R-R-Y.

Speaker speaker\_0: By any chance, you have the last four digits of their Social?

Speaker speaker\_1: Uh, I do not think so. One moment.

Speaker speaker\_0: Okay. Can you spell the first name for me, just to make sure I have it correct?

Speaker speaker\_1: S-H-A-W-N.

Speaker speaker\_0: And Perry is P-E-R-R-Y, right?

Speaker speaker\_1: Mm-hmm. Date of birth 2/7/78.

Speaker speaker\_0: Okay. Okay, because they have the Stay Healthy... So, what they have is a preventive care plan, um, and in order for the procedures to be covered, you guys have to be in the work. And who was the carrier you spoke with before?

Speaker speaker\_1: I have a number on the back of his card. It was the, um, MultiPlan.

Speaker speaker\_0: Okay. 'Cause MultiPlan is where you find the provider. Yeah.

Speaker speaker\_1: The group, the group is Focus Workplace Management.

Speaker speaker\_0: Okay. No, they are not-

Speaker speaker\_1: I might have gave you the wrong number, too. That is not D, it is zero... I'm looking at the card somebody put me p- No, that's the group numbers. They put the wrong-

Speaker speaker\_0: It starts with a D, deposit number. But, um, yeah, but the MultiPlans, that's where you'll find information for their care. The actual carrier is called IMA90 Degrees.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Mm, give me one second. Let me get someone on the line for you. Just bear with me.