

Transcript: Pamela

Blanc-6591271066714112-4555216050241536

Full Transcript

... you for calling 90 Degree Benefit, the administrator for benefits in a card members. Please select from the following options to ensure you are directed to the appropriate party to answer your questions. For questions on IMA Mech Wellness, and all agents are currently assisting other callers. Please remain on the line and your call will be answered by the next agent. We appreciate your call. We appreciate your patience. Hold for one second. Please remain on the line and we will be with you shortly. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for not being available to take your call at the moment. Your call is important to us, please leave a detailed message after the tone. This is Sherry with the Lexington Clinic. My callback number is 859-258-4627. I'm calling to find out if a patient requires a pre-authorization for a home sleep study in DME. Patient's name is Shawn Perry, P-E-R-R-Y, date of birth 2/7/78, ID number D as in dog, 432-230-94. Again, my callback number is 859-258-4627. Thank you.

Conversation Format

Speaker speaker_0: ... you for calling 90 Degree Benefit, the administrator for benefits in a card members. Please select from the following options to ensure you are directed to the appropriate party to answer your questions. For questions on IMA Mech Wellness, and all agents are currently assisting other callers. Please remain on the line and your call will be answered by the next agent. We appreciate your call. We appreciate your patience.

Speaker speaker_1: Hold for one second.

Speaker speaker_0: Please remain on the line and we will be with you shortly. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for not being available to take your call at the moment. Your call is important to us, please leave a detailed message after the tone.

Speaker speaker_2: This is Sherry with the Lexington Clinic. My callback number is 859-258-4627. I'm calling to find out if a patient requires a pre-authorization for a home sleep study in DME. Patient's name is Shawn Perry, P-E-R-R-Y, date of birth 2/7/78, ID number D as in dog, 432-230-94. Again, my callback number is 859-258-4627. Thank you.