

Transcript: Sara

Marulanda-5107425901985792-5349032576335872

Full Transcript

Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? My name is Haley. Hello, Haley. How may I help you? Um, yes, ma'am, I just wanted to see if this patient had benefits for a diabetic eye exam to be billed to the medical insurance? Okay. May I have the first and last name? Of the patient? Yes, please. It is Amanda Earp, last name E-A-R-P. Okay. And, uh, did you know her date of birth? Yes. It is 11-6-1993. And are you guys located in Arkansas? No... y- yeah, Arkansas. Okay. Okay, well, uh, Ms. Amanda is enrolled on a medical plan, dental and vision. So she does have medical? Yes, she does have medical. It's a VIP Pro, that's the name of the plan. Okay. And will it be billed to the IMA, Inc., or what payer ID do I need to send the claim to? Okay, let me check that for you. Give me just a minute, I'm downloading the information. Okay. It will take me a minute, okay? Okay. Thank you. I'm so sorry about it. You're fine. Thank you. Okay. You need to submit the claim to IMA, Inc., PO Box 21704, Eagan, MN 5... MN 55121. Okay, and that was PO Box 21704? Yes, in Eagan. Okay, and then what is... Eagan, okay. And then what is that payer ID? Uh, 64556. ... 556 payer ID. Okay, perfect. And, um, is there any way to see if this patient has a deductible or coinsurance on the medical policy? Okay. Her coverage... Is that for, like, a regular doctor appointment? Um, we're a specialist, and so we can bill medical. Um, and so I'm not sure if y'all have, like, a specialty, like, copay or, you know, anything about that. And so just the individual deductible is what I'm looking for. Okay, there is no deductible. This insurance, uh, works with a flat-fee coverage. Like, if they're going to the physician's office, they will cover \$150 per day up to four times per year. So in that case, I think I'm going to transfer your call with APL which is the carrier of the insurance, and they will tell you how much they will cover for the specialist, because we don't have that information here. Okay, that will be great. Thank you. Okay, you're more than welcome. Would you like to write down the phone number? Yes, please. Okay, it is 800-256-8606. Let me transfer your call with them. Uh, but before I do that, um, can you repeat your name for me? Um, it's for my notes. Yeah. It's Haley, H-A-L-E-Y. And, uh, what are you calling from? Laster Eye Center. Eye Center, you say? Yes, Laster Eye Center. Hmm. Okay. Isn't that gonna be, like, under vision coverage? No, it'll be under medical. The patient is diabetic and so we're gonna have to bill medical. Okay. Okay, perfect. So in that case, let me transfer your call with them. Uh, before I do that, is there anything else that I can help you with? No, ma'am. All righty, ma'am. So thank you for calling Benefits in a Cart. We wish you two have a wonderful day. All right, you too. Thank you so much. Hmm, you're welcome. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? My name is Haley. Hello, Haley. How may I help you? Um, yes, ma'am, I just wanted to see if this patient had benefits for a diabetic eye exam to be billed to the medical insurance? Okay. May I have the first and last name? Of the patient? Yes, please. It is Amanda Earp, last name E-A-R-P. Okay. And, uh, did you know her date of birth? Yes. It is 11-6-1993. And are you guys located in Arkansas? No... y- yeah, Arkansas. Okay. Okay, well, uh, Ms. Amanda is enrolled on a medical plan, dental and vision. So she does have medical? Yes, she does have medical. It's a VIP Pro, that's the name of the plan. Okay. And will it be billed to the IMA, Inc., or what payer ID do I need to send the claim to? Okay, let me check that for you. Give me just a minute, I'm downloading the information. Okay. It will take me a minute, okay? Okay. Thank you. I'm so sorry about it. You're fine. Thank you. Okay. You need to submit the claim to IMA, Inc., PO Box 21704, Eagan, MN 5... MN 55121. Okay, and that was PO Box 21704? Yes, in Eagan. Okay, and then what is... Eagan, okay. And then what is that payer ID? Uh, 64556. ... 556 payer ID. Okay, perfect. And, um, is there any way to see if this patient has a deductible or coinsurance on the medical policy? Okay. Her coverage... Is that for, like, a regular doctor appointment? Um, we're a specialist, and so we can bill medical. Um, and so I'm not sure if y'all have, like, a specialty, like, copay or, you know, anything about that. And so just the individual deductible is what I'm looking for. Okay, there is no deductible. This insurance, uh, works with a flat-fee coverage. Like, if they're going to the physician's office, they will cover \$150 per day up to four times per year. So in that case, I think I'm going to transfer your call with APL which is the carrier of the insurance, and they will tell you how much they will cover for the specialist, because we don't have that information here. Okay, that will be great. Thank you. Okay, you're more than welcome. Would you like to write down the phone number? Yes, please. Okay, it is 800-256-8606. Let me transfer your call with them. Uh, but before I do that, um, can you repeat your name for me? Um, it's for my notes. Yeah. It's Haley, H-A-L-E-Y. And, uh, what are you calling from? Laster Eye Center. Eye Center, you say? Yes, Laster Eye Center. Hmm. Okay. Isn't that gonna be, like, under vision coverage? No, it'll be under medical. The patient is diabetic and so we're gonna have to bill medical. Okay. Okay, perfect. So in that case, let me transfer your call with them. Uh, before I do that, is there anything else that I can help you with? No, ma'am. All righty, ma'am. So thank you for calling Benefits in a Cart. We wish you two have a wonderful day. All right, you too. Thank you so much. Hmm, you're welcome. Bye-bye.