

Transcript: VICTORIA

Taylor-6350367475548160-5417191341211648

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? I'm sorry, what was your first name again? Victoria. Is it Victoria? Yes. Victoria, my name is Wanda. How are you today? Good. How are you? I am great. I need to verify eligibility for a patient, please. Okay. Do you have the last four of their social? Uh, let me get in here and find out, my dear. Hold on just a moment. Oh, shoot. Get it in there. Great. Let me look, my dear. I may not. Um... Let me look on her paperwork. Hold on just a moment. Crap. Okay. Do-do-do-do-do. She's a new patient with us and I am just trying to verify everything, and everything's already, you know... Schedule. Did she write her social on her paperwork? I just, I just need the last four. Cute, nice overload right there. Whitney Slay, look at him. He about that tall. Nothing on the first page? Okay, I don't- She didn't- Try 7922. Try 7922. I'm sorry. That's fine. And first and last name? I did, okay, that's all she needed. Oh, first name is Amber, last name is Goree, G-O-R-E-E. Okay, first name is Amber, and I'm sorry, what was the last name? G-O-R-E-E? Yes. Okay. Would you be able to verify their date of birth and address? Yes. Date of birth, 2/16/84. Address is 4544 SM 2648, Powderly, Texas 75473. Okay. Thank you. And you said your name is Wanda? What's the name- Wanda. ... provider? The provider is, uh... Oh, why would you ask me that too? I have two providers here. Sorry, I'm filling in for another office. Um, it is Candace Daughtry and I have your address, made it. Is that last part spelled D-O-A-H- Daughtry. G-A, no, D-A-U-G-H-T-R-E-Y. Okay, um, let's see. Okay, so D-A-U-G-H-T-R-E-y? T-R-E-Y, yes. All right. So let's see. Is it for medical? Yes. Okay. Yes, they do have medical coverage. Um, it's a plan that's technically with two different insurance carriers. Okay. Um, the preventative side of things I believe would be with 90 Degree Benefits, and then the non-preventative side of things would be with, uh, APL, American Public Life. Okay, so this would be, um, medical? Yes, that's the medical. It's, it's a combination of two different insurance carriers. Gotcha, gotcha. Okay, so with, uh, office visits, does she have copays, coinsurance or is this an indem- indemnity plan? Um, so yes. The, like, if it's a primary care visit, specialist care, urgent care, there are copays. Okay. And copay is... So for primary care, it's a \$10 copay, specialist is a \$50 copay and urgent care is \$60. Okay. And also the specialist was 20? \$50. 50, thank you so much. Okay. And the ER is how much? Mm, the way that the coverage works for, like, a hospital emergency room visit is the insurance will pay \$250 towards that visit. Gotcha, gotcha. Okay, so we just need those there. Okay. Does she have a deductible to meet? Uh, no deductible. Does she have a, um, limited number of visits per year or... Yes. Uh, primary care... Okay. Looks like primary, specialist and urgent care is limited to four visits annually per person. Okay. Yeah. Four visits per year. Okay, is that calendar year? That I don't know. I would assume so, uh, but we're just the benefits administrators, so you might wanna- Okay. ... verify with them. That's okay. And has she had any visits up to this point this year? Uh, that I don't know. That- You don't know. Okay. ...

would be with the insurance company. Okay. All right, and is this a regular plan or an indemnity plan? To my knowledge it would be an indemnity hospital plan. Gotcha, gotcha. Mm-hmm. All right, all right. Um, is there a, uh, out-of-pocket she has to meet? Not that I'm aware of. Okay, all right. All right, and if she now, and this may be a question for the insurance side of it, um, if she has to see the doctor more than four times in a year, what is the coverage then? I don't believe there would be coverage for that. Okay. Okay. Mm-hmm. All right. One more thing I need to ask of you, if you would please. Do you happen to have a call reference number? I do not. All right. I appreciate your time. Thank you so very much. You're welcome. You have a wonderful day. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: I'm sorry, what was your first name again?

Speaker speaker_0: Victoria.

Speaker speaker_1: Is it Victoria?

Speaker speaker_0: Yes.

Speaker speaker_1: Victoria, my name is Wanda. How are you today?

Speaker speaker_0: Good. How are you?

Speaker speaker_1: I am great. I need to verify eligibility for a patient, please.

Speaker speaker_0: Okay. Do you have the last four of their social?

Speaker speaker_1: Uh, let me get in here and find out, my dear. Hold on just a moment.

Speaker speaker_0: Oh, shoot.

Speaker speaker_1: Get it in there. Great. Let me look, my dear. I may not. Um... Let me look on her paperwork. Hold on just a moment. Crap.

Speaker speaker_0: Okay.

Speaker speaker_1: Do-do-do-do-do. She's a new patient with us and I am just trying to verify everything, and everything's already, you know... Schedule. Did she write her social on her paperwork? I just, I just need the last four. Cute, nice overload right there. Whitney Slay, look at him. He about that tall. Nothing on the first page? Okay, I don't-

Speaker speaker_0: She didn't-

Speaker speaker_1: Try 7922. Try 7922. I'm sorry.

Speaker speaker_0: That's fine. And first and last name?

Speaker speaker_1: I did, okay, that's all she needed. Oh, first name is Amber, last name is Goree, G-O-R-E-E.

Speaker speaker_2: Okay, first name is Amber, and I'm sorry, what was the last name? G-O-R-E-E?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. Would you be able to verify their date of birth and address?

Speaker speaker_1: Yes. Date of birth, 2/16/84. Address is 4544 SM 2648, Powderly, Texas 75473.

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you.

Speaker speaker_0: And you said your name is Wanda? What's the name-

Speaker speaker_1: Wanda.

Speaker speaker_0: ... provider?

Speaker speaker_1: The provider is, uh... Oh, why would you ask me that too? I have two providers here. Sorry, I'm filling in for another office. Um, it is Candace Daughtry and I have your address, made it.

Speaker speaker_0: Is that last part spelled D-O-A-H-

Speaker speaker_1: Daughtry. G-A, no, D-A-U-G-H-T-R-E-Y.

Speaker speaker_2: Okay, um, let's see. Okay, so D-A-U-G-H-T-R-E-y?

Speaker speaker_1: T-R-E-Y, yes.

Speaker speaker_2: All right. So let's see. Is it for medical?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. Yes, they do have medical coverage. Um, it's a plan that's technically with two different insurance carriers.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, the preventative side of things I believe would be with 90 Degree Benefits, and then the non-preventative side of things would be with, uh, APL, American Public Life.

Speaker speaker_1: Okay, so this would be, um, medical?

Speaker speaker_2: Yes, that's the medical. It's, it's a combination of two different insurance carriers.

Speaker speaker_1: Gotcha, gotcha. Okay, so with, uh, office visits, does she have copays, coinsurance or is this an indem- indemnity plan?

Speaker speaker_2: Um, so yes. The, like, if it's a primary care visit, specialist care, urgent care, there are copays.

Speaker speaker_1: Okay. And copay is...

Speaker speaker_2: So for primary care, it's a \$10 copay, specialist is a \$50 copay and urgent care is \$60.

Speaker speaker_1: Okay. And also the specialist was 20?

Speaker speaker_2: \$50.

Speaker speaker_1: 50, thank you so much. Okay. And the ER is how much?

Speaker speaker_2: Mm, the way that the coverage works for, like, a hospital emergency room visit is the insurance will pay \$250 towards that visit.

Speaker speaker_1: Gotcha, gotcha. Okay, so we just need those there. Okay. Does she have a deductible to meet?

Speaker speaker_2: Uh, no deductible.

Speaker speaker_1: Does she have a, um, limited number of visits per year or...

Speaker speaker_2: Yes. Uh, primary care...

Speaker speaker_1: Okay.

Speaker speaker_2: Looks like primary, specialist and urgent care is limited to four visits annually per person.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: Four visits per year. Okay, is that calendar year?

Speaker speaker_2: That I don't know. I would assume so, uh, but we're just the benefits administrators, so you might wanna-

Speaker speaker_1: Okay.

Speaker speaker_2: ... verify with them.

Speaker speaker_1: That's okay. And has she had any visits up to this point this year?

Speaker speaker_2: Uh, that I don't know. That-

Speaker speaker_1: You don't know. Okay.

Speaker speaker_2: ... would be with the insurance company.

Speaker speaker_1: Okay. All right, and is this a regular plan or an indemnity plan?

Speaker speaker_2: To my knowledge it would be an indem- hospital indemnity plan.

Speaker speaker_1: Gotcha, gotcha.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: All right, all right. Um, is there a, uh, out-of-pocket she has to meet?

Speaker speaker_2: Not that I'm aware of.

Speaker speaker_1: Okay, all right. All right, and if she now, and this may be a question for the insurance side of it, um, if she has to see the doctor more than four times in a year, what is the coverage then?

Speaker speaker_2: I don't believe there would be coverage for that.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay. Mm-hmm.

Speaker speaker_1: All right. One more thing I need to ask of you, if you would please. Do you happen to have a call reference number?

Speaker speaker_2: I do not.

Speaker speaker_1: All right. I appreciate your time. Thank you so very much.

Speaker speaker_2: You're welcome. You have a wonderful day.

Speaker speaker_1: Bye-bye.