

## **Transcript: VICTORIA**

**Taylor-6534429247586304-5874788977131520**

### **Full Transcript**

Thank you for calling Benefits on Card. This is Victoria. How can I help you? Hi, this is Lisa calling behalf of Henry Ford Hospital with a status. And could you please spell your good name for me? My name is Victoria. Mm-hmm. Thank you. And may I have the last three digits of your first name? T as in Tom. Thank you. I'm sorry. Your name is Lisa with what provider's office? Yes. Henry Ford Hospital. Can you spell that for me? I'm not understanding. H as in hotel. E as in echo. N as in November. R as in Romeo. Y as in Yankee. And Ford. F as in fire truck. O as in Oscar. R as in Romeo. D as in delta. Henry Ford Hospital. Okay. Do you have the last four digits of the patient, uh, the patient's social? Yeah, it's three, two, three, four. And their first and last name? The patient's first name is Amanda. Her last name is Kaplan. Do you mind spelling the last name? Yeah. It's S as in Sierra. K as in Kangaroo. A as in Alpha. P as in Peter. N as in Nancy. I as in India. T as in Tango. Okay. I, I'm sorry. Can you repeat that? S as in Sierra. K as in Kangaroo. A as in Alpha. P as in Peter. N as in Nancy. I as in India. T as in Tango. Okay. So S as in Sam. K as in Kangaroo. A as in Alpha. P as in Peter. N as in Nancy. I as in India. T as in Tom. Yeah, that's correct. Okay. And their date of birth? Yeah, it's October 6th of 1993. All right. And would you be able to verify the address? Sure. You're asking the patient address? Yes. Okay. Yeah, the patient address is 2722 Edwin Street, Suite, Hampton, Michigan 48212. Okay. I believe I have their file. And what is the date of service you're calling for? It's October 9th of 2024 and the charge amount is \$4,485.49. All right. Let's see. So I do see... Give me one second. Okay. So I do see that they had active coverage with us during that time. Was it a preventative or non-preventative visit? I don't have that information. Here I can see that the denied as a maximum benefit exister. So could you please verify with the status of the denial? So the reason why I'm asking you these questions is because we're the benefits administer. We're not the insurance company, so we do not handle claims. Now, this patient had two different medical plans, which is with two different insurance carriers. Mm-hmm. If it was a preventative visit, it would have been with 90 Degree Benefit and that's who you would need to contact. If it was a non-preventative visit, it would be with American Public Life. Um, and again, you will have to contact the carriers directly for a status on the claim. So could you please transfer the call to the- Okay. So again, there, there's two separate insurance carriers. That's why I need to know if it was a preventative visit or a non-preventative visit, so I can direct you to the, the correct place- So it seems like it's a- ... or I can give you both phone numbers. Yeah, it's a preventive service. Okay. So that would be with 90 Degree Benefits. Give me just one second and I'll transfer you over. Okay. Before that, may I have the contact number? I'm sorry, I... Were you saying something before I put you on hold? Yeah. Um, before that, may I get the, the contact number? Yes. So it is 90 Degree Benefits. Mm-hmm. Phone number is 800- Mm-hmm. ... 833- Mm-hmm. ... 4296. Mm-hmm. Thank you. And you want to make sure to hit option one on their prompt system.

Okay. Now you can transfer the call. Thank you. You're welcome. Give me one second.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hi, this is Lisa calling behalf of Henry Ford Hospital with a status. And could you please spell your good name for me?

Speaker speaker\_0: My name is Victoria.

Speaker speaker\_1: Mm-hmm. Thank you. And may I have the last three digits of your first name?

Speaker speaker\_0: T as in Tom.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: I'm sorry. Your name is Lisa with what provider's office?

Speaker speaker\_1: Yes. Henry Ford Hospital.

Speaker speaker\_0: Can you spell that for me? I'm not understanding.

Speaker speaker\_1: H as in hotel. E as in echo. N as in November. R as in Romeo. Y as in Yankee. And Ford. F as in fire truck. O as in Oscar. R as in Romeo. D as in delta. Henry Ford Hospital.

Speaker speaker\_0: Okay. Do you have the last four digits of the patient, uh, the patient's social?

Speaker speaker\_1: Yeah, it's three, two, three, four.

Speaker speaker\_0: And their first and last name?

Speaker speaker\_1: The patient's first name is Amanda. Her last name is Kaplan.

Speaker speaker\_0: Do you mind spelling the last name?

Speaker speaker\_1: Yeah. It's S as in Sierra. K as in Kangaroo. A as in Alpha. P as in Peter. N as in Nancy. I as in India. T as in Tango.

Speaker speaker\_0: Okay. I, I'm sorry. Can you repeat that?

Speaker speaker\_1: S as in Sierra. K as in Kangaroo. A as in Alpha. P as in Peter. N as in Nancy. I as in India. T as in Tango.

Speaker speaker\_0: Okay. So S as in Sam. K as in Kangaroo. A as in Alpha. P as in Peter. N as in Nancy. I as in India. T as in Tom.

Speaker speaker\_1: Yeah, that's correct.

Speaker speaker\_0: Okay. And their date of birth?

Speaker speaker\_1: Yeah, it's October 6th of 1993.

Speaker speaker\_0: All right. And would you be able to verify the address?

Speaker speaker\_1: Sure. You're asking the patient address?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay. Yeah, the patient address is 2722 Edwin Street, Suite, Hampton, Michigan 48212.

Speaker speaker\_0: Okay. I believe I have their file. And what is the date of service you're calling for?

Speaker speaker\_1: It's October 9th of 2024 and the charge amount is \$4,485.49.

Speaker speaker\_0: All right. Let's see. So I do see... Give me one second.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So I do see that they had active coverage with us during that time. Was it a preventative or non-preventative visit?

Speaker speaker\_1: I don't have that information. Here I can see that the denied as a maximum benefit exister. So could you please verify with the status of the denial?

Speaker speaker\_0: So the reason why I'm asking you these questions is because we're the benefits administer. We're not the insurance company, so we do not handle claims. Now, this patient had two different medical plans, which is with two different insurance carriers.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: If it was a preventative visit, it would have been with 90 Degree Benefit and that's who you would need to contact. If it was a non-preventative visit, it would be with American Public Life. Um, and again, you will have to contact the carriers directly for a status on the claim.

Speaker speaker\_1: So could you please transfer the call to the-

Speaker speaker\_0: Okay. So again, there, there's two separate insurance carriers. That's why I need to know if it was a preventative visit or a non-preventative visit, so I can direct you to the, the correct place-

Speaker speaker\_1: So it seems like it's a-

Speaker speaker\_0: ... or I can give you both phone numbers.

Speaker speaker\_1: Yeah, it's a preventive service.

Speaker speaker\_0: Okay. So that would be with 90 Degree Benefits. Give me just one second and I'll transfer you over.

Speaker speaker\_1: Okay. Before that, may I have the contact number?

Speaker speaker\_0: I'm sorry, I... Were you saying something before I put you on hold?

Speaker speaker\_1: Yeah. Um, before that, may I get the, the contact number?

Speaker speaker\_0: Yes. So it is 90 Degree Benefits.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Phone number is 800-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 833-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 4296.

Speaker speaker\_1: Mm-hmm. Thank you.

Speaker speaker\_0: And you want to make sure to hit option one on their prompt system.

Speaker speaker\_1: Okay. Now you can transfer the call. Thank you.

Speaker speaker\_0: You're welcome. Give me one second.