

Transcript: VICTORIA

Taylor-6578339878453248-4699315925336064

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, this is Courtney. I'm calling from Carilion. Um, I called just a few minutes ago to verify, um, if a patient was covered. Um, evidently, his coverage just started today and that I needed to get a prior authorization for a CT scan. You guys were able to find them in the system, but whoever- Yes. ... I was transferred to for prior authorization says that he is not in the system, so I just need to know what to do from here. Okay. It could very well be b- be because his coverage just became active today. Um- Mm-hmm. ... I know it takes the carriers... I, I don't know the specific, like timeframe it takes, but it, it very well could be because he just became active today. Okay. Was it American Public Life- So- ... that you spoke to or was it 90 Degree Benefits? So I... Unfortunately, the patient doesn't have a card. Um, so the father who the plan is under gave me this number, 800-497-4856. And he said that it's American Public Life. So I thought- Okay. ... that you guys were American Public Life, but- No. This is Benefits on a Card, so we're just the benefits administrators. Uh- Okay. ... like we can get them enrolled into coverage. We can answer general questions about the coverage, but prior authorizations is something that comes from the carrier directly. And like I said, with him just become, becoming active today, I wanna say it takes them like 24 to 48 hours to show up in the- Okay. ... carrier system. Okay. All right. Well, thank you so much. You're welcome. You have a wonderful day. All right. You too. Bye-bye. 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: Hi, this is Courtney. I'm calling from Carilion. Um, I called just a few minutes ago to verify, um, if a patient was covered. Um, evidently, his coverage just started today and that I needed to get a prior authorization for a CT scan. You guys were able to find them in the system, but whoever-

Speaker speaker_0: Yes.

Speaker speaker_1: ... I was transferred to for prior authorization says that he is not in the system, so I just need to know what to do from here.

Speaker speaker_0: Okay. It could very well be b- be because his coverage just became active today. Um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... I know it takes the carriers... I, I don't know the specific, like timeframe it takes, but it, it very well could be because he just became active today.

Speaker speaker_1: Okay.

Speaker speaker_0: Was it American Public Life-

Speaker speaker_1: So-

Speaker speaker_0: ... that you spoke to or was it 90 Degree Benefits?

Speaker speaker_1: So I... Unfortunately, the patient doesn't have a card. Um, so the father who the plan is under gave me this number, 800-497-4856. And he said that it's American Public Life. So I thought-

Speaker speaker_0: Okay.

Speaker speaker_1: ... that you guys were American Public Life, but-

Speaker speaker_0: No. This is Benefits on a Card, so we're just the benefits administrators. Uh-

Speaker speaker_1: Okay.

Speaker speaker_0: ... like we can get them enrolled into coverage. We can answer general questions about the coverage, but prior authorizations is something that comes from the carrier directly. And like I said, with him just become, becoming active today, I wanna say it takes them like 24 to 48 hours to show up in the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... carrier system.

Speaker speaker_1: Okay. All right. Well, thank you so much.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: All right. You too. Bye-bye.

Speaker speaker_0: Bye-bye.