

Transcript: Chris Sofield

(deactivated)-5536121359745024-6220953895092224

Full Transcript

Thank you for calling Benefits of a Card. This is Chris. How can I help you today? Hi, Chris. Uh, my name is Jenae. I'm calling from a hospital in Georgia and we had a patient come in, um, and I... through our ER, and I needed to find out if an authorization is required. Okay. So I would not be able to answer that question. We're just an enrollment administrator. Only thing I can do is check to see, in our system, what plan they're enrolled into and give you the information to contact that carrier for that, for that kind of question. That would be great. Uh, what's the patient's first and last name? Markel, M-A-R-K-E-L, Brown. And date of birth? 11/16/90. Okay. Thank you. One moment. Okay. Um... All right, so quick question for you, uh, just to confirm. The phone number that you called, w- did it end in 4296? Um... That's what I called first, but I tried to verify them on the, on the 90 Degree Benefits portal and it, it couldn't, it didn't come up. Okay. So, um, yeah, so the phone number, 800-833-4296, that is the number to 90 Degree Benefits. Option one is the only option that will get you over to them directly. The other options route you to other places and it would just be a run around at that point. Okay. And are you able to see the insurance ID if I was to tell you what I've got? Um, I... again, we're only the enrollment admin, so anything related to the actual coverage or, or like EOB, claims, authorization, anything like that we don't actually- No. I'm just wondering if you could see the ID number to make sure- Oh. ... I've got the right ID number. Oh, okay. Nevermind. My, my... I misunderstood. Let me- It's okay. I might be able to, but our, um, our, uh, portal for them has been a little bit finicky today, so I, I can, I can try. Cannot guarantee that I'd be able to pull anything up though. Okay. That would be great if you could. Looks like I am able to pull it up. Uh, read off what you've got for me and I'll con- and I'll confirm if it's correct. I've got D as in dog, 476-9535. Yep. That's it. Okay. Perfect. All right. Thank you so much. No problem. Thanks for calling and have a good day. You too. Bye. Bye now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits of a Card. This is Chris. How can I help you today?

Speaker speaker_1: Hi, Chris. Uh, my name is Jenae. I'm calling from a hospital in Georgia and we had a patient come in, um, and I... through our ER, and I needed to find out if an authorization is required.

Speaker speaker_0: Okay. So I would not be able to answer that question. We're just an enrollment administrator. Only thing I can do is check to see, in our system, what plan they're enrolled into and give you the information to contact that carrier for that, for that kind of

question.

Speaker speaker_1: That would be great.

Speaker speaker_0: Uh, what's the patient's first and last name?

Speaker speaker_1: Markel, M-A-R-K-E-L, Brown.

Speaker speaker_0: And date of birth?

Speaker speaker_1: 11/16/90.

Speaker speaker_0: Okay. Thank you. One moment. Okay. Um... All right, so quick question for you, uh, just to confirm. The phone number that you called, w- did it end in 4296?

Speaker speaker_1: Um... That's what I called first, but I tried to verify them on the, on the 90 Degree Benefits portal and it, it couldn't, it didn't come up.

Speaker speaker_0: Okay. So, um, yeah, so the phone number, 800-833-4296, that is the number to 90 Degree Benefits. Option one is the only option that will get you over to them directly. The other options route you to other places and it would just be a run around at that point.

Speaker speaker_1: Okay. And are you able to see the insurance ID if I was to tell you what I've got?

Speaker speaker_0: Um, I... again, we're only the enrollment admin, so anything related to the actual coverage or, or like EOB, claims, authorization, anything like that we don't actually-

Speaker speaker_1: No. I'm just wondering if you could see the ID number to make sure-

Speaker speaker_0: Oh.

Speaker speaker_1: ... I've got the right ID number.

Speaker speaker_0: Oh, okay. Nevermind. My, my... I misunderstood. Let me-

Speaker speaker_1: It's okay.

Speaker speaker_0: I might be able to, but our, um, our, uh, portal for them has been a little bit finicky today, so I, I can, I can try. Cannot guarantee that I'd be able to pull anything up though.

Speaker speaker_1: Okay. That would be great if you could.

Speaker speaker_0: Looks like I am able to pull it up. Uh, read off what you've got for me and I'll con- and I'll confirm if it's correct.

Speaker speaker_1: I've got D as in dog, 476-9535.

Speaker speaker_0: Yep. That's it.

Speaker speaker_1: Okay. Perfect. All right. Thank you so much.

Speaker speaker_0: No problem. Thanks for calling and have a good day.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye now.