

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Simone. I'm calling from the business office of Newberry Hospital. We received a letter back for one of your patients stating you are requesting some... You're awaiting some eligibility for this patient and, um, I was trying to see if this should be the patient's responsibility. Is it possible you could help me? Okay. Um, what's the patient's first and last name? Angela Stone. And then what's her date of birth? The date of birth is 1/27/1982. January 27th? Mm-hmm. Okay. And that was S-T-O-N-E? Yes. Okay. Are you guys in South Carolina? Yes. Okay. Okay. What's the service for? Uh, the service for... Let's see. Hmm. And when is it for as well? It looks like it was a mammogram. And when was it for? Mm-hmm. 11/18/24. Did you need a policy number off this sheet they sent or...? No, ma'am. So it looks like she did have, um, active coverage for November 18. Um, so who I need to actually transfer you to is the carrier. Um, so it looks like she has an MAC Enhanced which covers her preventative services as well as her hospital indemnity. Would you like me to provide both of those carriers because it's going to be under two different carriers? Wow. That's a lot. Yes. Okay. So under preventative it's gonna be 90 Degrees. The phone number is 800-833-4296 option one. I'm gonna repeat that. So her... For her preventative side it's gonna be 90 Degrees, the carrier. The phone number is 800-833-4296 extension number one. And then under her hospital indemnity side, it... the carrier is American Public Life and that phone number- It is who? Um, American Public Life- Okay. ... or APL. Okay. And their phone number is 800-256-8606. Again, 800-256-8606. And that's, um- Okay. ... her hospital indemnity side. Would you like me to transfer you to one of them first? Yes, to Degrees, if it's okay. Okay. Yes, ma'am. Thank you. All right. You're welcome. Um, and what was your name again? I'm sorry. Simone, S-E-M-O-N-E. And then what was the office that you were calling from? Newberry County Memorial Hospital. Okay. Thank you, ma'am. Happy New Year. I'm gonna go ahead and transfer you. Uh-huh. Same to you. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi, Stephanie. My name is Simone. I'm calling from the business office of Newberry Hospital. We received a letter back for one of your patients stating you are

requesting some... You're awaiting some eligibility for this patient and, um, I was trying to see if this should be the patient's responsibility. Is it possible you could help me?

Speaker speaker_1: Okay. Um, what's the patient's first and last name?

Speaker speaker_2: Angela Stone.

Speaker speaker_1: And then what's her date of birth?

Speaker speaker_2: The date of birth is 1/27/1982.

Speaker speaker_1: January 27th?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. And that was S-T-O-N-E?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Are you guys in South Carolina?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Okay. What's the service for?

Speaker speaker_2: Uh, the service for... Let's see. Hmm.

Speaker speaker_1: And when is it for as well?

Speaker speaker_2: It looks like it was a mammogram. And when was it for?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: 11/18/24. Did you need a policy number off this sheet they sent or...?

Speaker speaker_1: No, ma'am. So it looks like she did have, um, active coverage for November 18. Um, so who I need to actually transfer you to is the carrier. Um, so it looks like she has an MAC Enhanced which covers her preventative services as well as her hospital indemnity. Would you like me to provide both of those carriers because it's going to be under two different carriers?

Speaker speaker_2: Wow. That's a lot. Yes.

Speaker speaker_1: Okay. So under preventative it's gonna be 90 Degrees. The phone number is 800-833-4296 option one. I'm gonna repeat that. So her... For her preventative side it's gonna be 90 Degrees, the carrier. The phone number is 800-833-4296 extension number one. And then under her hospital indemnity side, it... the carrier is American Public Life and that phone number-

Speaker speaker_2: It is who?

Speaker speaker_1: Um, American Public Life-

Speaker speaker_2: Okay.

Speaker speaker_1: ... or APL.

Speaker speaker_2: Okay.

Speaker speaker_1: And their phone number is 800-256-8606. Again, 800-256-8606. And that's, um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... her hospital indemnity side. Would you like me to transfer you to one of them first?

Speaker speaker_2: Yes, to Degrees, if it's okay.

Speaker speaker_1: Okay. Yes, ma'am.

Speaker speaker_2: Thank you.

Speaker speaker_1: All right. You're welcome. Um, and what was your name again? I'm sorry.

Speaker speaker_2: Simone, S-E-M-O-N-E.

Speaker speaker_1: And then what was the office that you were calling from?

Speaker speaker_2: Newberry County Memorial Hospital.

Speaker speaker_1: Okay. Thank you, ma'am. Happy New Year. I'm gonna go ahead and transfer you.

Speaker speaker_2: Uh-huh. Same to you.

Speaker speaker_1: Thank you.