

Transcript: Estefania

Acevedo-6027729527291904-6469291960877056

Full Transcript

Thank you for calling Middlesex Federal Card. My name is Stephanie. How can I assist you? Hi. My name is Josue Hernandez with Emory Physical Therapy in Flattery Branch, and I'm trying to see if this patient, who has changed jobs since she started our care, is eligible for physical therapy benefits. Okay. What's their first and last name? That would be Monica Villalobos. That's spelled V-I-L-L-A-L-O-B-O-S. Okay, thank you. And then, um, what's their birthday? One second. I'll pull it up. All right, so I have 03/08/1977. In Georgia? Yes. All right, thank you. Let's see what plan she has. All right, so she does have active coverage. When is it for? Is it a feature or is it a pass? Is it... Say again. Is it, um... When is the date for the service, of the service? Well, we've been seeing her originally... So I know she first started in January of this year, January 31st, but I believe that was before she was a part of this plan. Mm-hmm. Okay. <|agent|><|en|> I noticed her yesterday, if that helps. Gotcha. Um, so she currently has active coverage since April the 14, and it looks like for this week, she does have active coverage. However, the plan that she has is only a preventative plan. That only covers like a physic- like a physical, um, some vaccines, some STD and cancer screening. So, I would actually have to connect you to the actual carrier and they would be able to answer if that's something that's covered. Okay. If you don't mind. And see if you're right. Um, and if you want, I can go ahead and give you- provide you the phone number just in case, when I transfer you, the call was to drop. Um, I can give you that carrier's phone number. That'd be wonderful. So, it's 90 Degrees. So, nine, zero, and then Degrees, and then the phone number is 800-833-4296. Again, 800-833-4296, option number one. And then, she's been having coverage, again, since April the 14 till this week, till this date. And then, um... But you do have to talk to the carriers and then they'll actually notify you is that's something that they'll cover or not. So I'm gonna go ahead and- Okay. ... transfer your call to them. No problem. Thank you. You're welcome. Have a nice day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Middlesex Federal Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi. My name is Josue Hernandez with Emory Physical Therapy in Flattery Branch, and I'm trying to see if this patient, who has changed jobs since she started our care, is eligible for physical therapy benefits.

Speaker speaker_0: Okay. What's their first and last name?

Speaker speaker_1: That would be Monica Villalobos. That's spelled V-I-L-L-A-L-O-B-O-S.

Speaker speaker_0: Okay, thank you. And then, um, what's their birthday?

Speaker speaker_1: One second. I'll pull it up. All right, so I have 03/08/1977.

Speaker speaker_0: In Georgia?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, thank you. Let's see what plan she has. All right, so she does have active coverage. Wh- when is it for? Is it a feature or is it a pass? Is it...

Speaker speaker_1: Say again.

Speaker speaker_0: Is it, um... When is the date for the service, of the service?

Speaker speaker_1: Well, we've been seeing her originally... So I know she first started in January of this year, January 31st, but I believe that was before she was a part of this plan.

Speaker speaker_0: Mm-hmm. Okay. <|agent|><|en|>

Speaker speaker_1: I noticed her yesterday, if that helps.

Speaker speaker_0: Gotcha. Um, so she currently has active coverage since April the 14, and it looks like for this week, she does have active coverage. However, the plan that she has is only a preventative plan. That only covers like a physic- like a physical, um, some vaccines, some STD and cancer screening. So, I would actually have to connect you to the actual carrier and they would be able to answer if that's something that's covered.

Speaker speaker_1: Okay. If you don't mind.

Speaker speaker_0: And see if you're right. Um, and if you want, I can go ahead and give you- provide you the phone number just in case, when I transfer you, the call was to drop. Um, I can give you that carrier's phone number.

Speaker speaker_1: That'd be wonderful.

Speaker speaker_0: So, it's 90 Degrees. So, nine, zero, and then Degrees, and then the phone number is 800-833-4296. Again, 800-833-4296, option number one. And then, she's been having coverage, again, since April the 14 till this week, till this date. And then, um... But you do have to talk to the carriers and then they'll actually notify you is that's something that they'll cover or not. So I'm gonna go ahead and-

Speaker speaker_1: Okay.

Speaker speaker_0: ... transfer your call to them.

Speaker speaker_1: No problem. Thank you.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too.