

Transcript: Estefania

Acevedo-6229636283809792-4913831982055424

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hey, Stephanie. This is Sharon . I'm calling from provider office to check in for claim status. Okay. What's the member's first and last name? Patient name is Aaliyah. That's A-A-L-I-Y-A-H. Last name Adams. A-D-A-M-S. Date of birth 5/15/1944. Okay. You said that first name was A as in apple, A as in apple, L as in mouse, I as in ice cream, Y as in yellow, A as in apple, and is it etch as in X-ray? H as in hotel. Okay. A-A-L as in leo, L-E-O-I-Y-A-H. Hotel. Okay. Thank you. You guys are in South Carolina? That's correct. Okay. Thank you. All right. When was the date of the service and what was it for? This is for medical service. Date of service is 4/19/2025. And this is billed for \$231.54. You said 4/19? Yeah, 4/19. Okay. All right. So she, um, so she did have active coverage for that date, but to know if that's something that's covered under the plan that she has, I have to transfer you to the carrier who is 90 Degrees, 'cause she does have a plan that only covers preventative services. So I will have to connect you with them to know if that's something that they'll cover or not. Um, before I transfer you, would you like their contact number just in case the call was to disconnect? Go ahead. Okay. So it's 90 Degrees, the carrier, and the phone number is 800-833-4296, option number one. Okay. All right. I'm about to transfer your call.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hey, Stephanie. This is Sharon . I'm calling from provider office to check in for claim status.

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

Speaker speaker_1: Patient name is Aaliyah. That's A-A-L-I-Y-A-H. Last name Adams. A-D-A-M-S. Date of birth 5/15/1944.

Speaker speaker_0: Okay. You said that first name was A as in apple, A as in apple, L as in mouse, I as in ice cream, Y as in yellow, A as in apple, and is it etch as in X-ray?

Speaker speaker_1: H as in hotel.

Speaker speaker_0: Okay.

Speaker speaker_1: A-A-L as in leo, L-E-O-I-Y-A-H. Hotel.

Speaker speaker_0: Okay. Thank you. You guys are in South Carolina?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. Thank you. All right. When was the date of the service and what was it for?

Speaker speaker_1: This is for medical service. Date of service is 4/19/2025. And this is billed for \$231.54.

Speaker speaker_0: You said 4/19?

Speaker speaker_1: Yeah, 4/19.

Speaker speaker_0: Okay. All right. So she, um, so she did have active coverage for that date, but to know if that's something that's covered under the plan that she has, I have to transfer you to the carrier who is 90 Degrees, 'cause she does have a plan that only covers preventative services. So I will have to connect you with them to know if that's something that they'll cover or not. Um, before I transfer you, would you like their contact number just in case the call was to disconnect?

Speaker speaker_1: Go ahead.

Speaker speaker_0: Okay. So it's 90 Degrees, the carrier, and the phone number is 800-833-4296, option number one.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. I'm about to transfer your call.