

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Hi, this is Sheral calling from ADR Physical Therapy to check on the benefits for the patient. Okay. What's the first and last name? Of the patient? Yes. Okay. So the patient's first name is going to be Marilyn Robinson. It's Marilyn. I'm sorry for that. It's Marilyn, M-A-R-I-L-Y-N. Okay, thank you. And then what's their date of birth? September 14th of 1965. Are you guys in South Carolina? Yep. Okay. And when was the service for? Sorry, will you please repeat the question? Um, when was the service for? Physical therapy benefits which is done in office setting. Yeah. When? When was the service? Today. Today? Yep. Okay. So she does have active coverage, but I would have to connect you to the carrier to verify that's something that they cover. Okay. You do not have the benefits information? So she does have active coverage but to know if that visit will be covered, you have to c- um, I have to contact you to the carrier. I have to connect you to a carrier. Okay. Okay. Um, did you also want their number just in case the call was dropped? Yep. Okay. So it's gonna be... Give me one second. I'm gonna give you two, because with the plan that she has, um, she has both preventative and hospital indemnity coverage. So I'm gonna give you those two carriers' contact number. So the first one is for the preventative side, which is 90 degrees with 800-833-4296. And then the second number- 90 degrees? Mm-hmm. Yes, ma'am. And then the second number is for her actual like medical side of that plan. Um, so that one is APL, the carrier. And then the phone number would be... Give me one second. Uh, 800-256-8606. Okay. So should I need to reach the both number, right? Yes, ma'am. 'Cause I'm not sure if that's considered more like a preventative visit or a hospital indemnity visit. Uh-huh. So I would contact those two. Um, and then did you want me to connect you to any of them? Yeah. You can connect it to this first number which you have provided me. No issue. Okay. Okay, I'll connect you to 90 degrees, which is the one that ends in 4296. Okay? Okay. And when you get connected there, I would press option one. Okay? Uh-huh. All right. Well, I hope you have a great day. Um, what was your name please? Sherald. Okay. Thank you. Have a nice day. Bye.

Conversation Format

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

Speaker speaker_1: Hi, this is Sheral calling from ADR Physical Therapy to check on the benefits for the patient.

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

Speaker speaker_1: Of the patient?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. So the patient's first name is going to be Marilyn Robinson. It's Marilyn. I'm sorry for that. It's Marilyn, M-A-R-I-L-Y-N.

Speaker speaker_0: Okay, thank you. And then what's their date of birth?

Speaker speaker_1: September 14th of 1965.

Speaker speaker_0: Are you guys in South Carolina?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. And when was the service for?

Speaker speaker_1: Sorry, will you please repeat the question?

Speaker speaker_0: Um, when was the service for?

Speaker speaker_1: Physical therapy benefits which is done in office setting.

Speaker speaker_0: Yeah. When? When was the service?

Speaker speaker_1: Today.

Speaker speaker_0: Today?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. So she does have active coverage, but I would have to connect you to the carrier to verify that's something that they cover.

Speaker speaker_1: Okay. You do not have the benefits information?

Speaker speaker_0: So she does have active coverage but to know if that visit will be covered, you have to c- um, I have to contact you to the carrier. I have to connect you to a carrier.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, did you also want their number just in case the call was dropped?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. So it's gonna be... Give me one second. I'm gonna give you two, because with the plan that she has, um, she has both preventative and hospital indemnity coverage. So I'm gonna give you those two carriers' contact number. So the first one is for the preventative side, which is 90 degrees with 800-833-4296. And then the second number-

Speaker speaker_1: 90 degrees?

Speaker speaker_0: Mm-hmm. Yes, ma'am. And then the second number is for her actual like medical side of that plan. Um, so that one is APL, the carrier. And then the phone number would be... Give me one second. Uh, 800-256-8606.

Speaker speaker_1: Okay. So should I need to reach the both number, right?

Speaker speaker_0: Yes, ma'am. 'Cause I'm not sure if that's considered more like a preventative visit or a hospital indemnity visit.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: So I would contact those two. Um, and then did you want me to connect you to any of them?

Speaker speaker_1: Yeah. You can connect it to this first number which you have provided me. No issue.

Speaker speaker_0: Okay. Okay, I'll connect you to 90 degrees, which is the one that ends in 4296. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: And when you get connected there, I would press option one. Okay?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: All right. Well, I hope you have a great day. Um, what was your name please?

Speaker speaker_1: Sherald.

Speaker speaker_0: Okay. Thank you. Have a nice day.

Speaker speaker_1: Bye.