

## Transcript: Estefania

**Acevedo-6432549406982144-5853144225890304**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit in a Card. My name is Stephanie. How can I assist you? Um, yes, I just need to see if prior authorization is needed for a patient of ours. Like if they have coverage? Uh... Um, well, if they have coverage, but also this is the only number that I could find, um, on the card. I just need to see if... To get to the prior authorization line. Oh, okay. Yeah, I can transfer you. Um, I could let you know as well if that date that they went to the appointment, if it was covered or not. Um, and then I could transfer you to verify if that visit would be covered. Okay. Um, but to open the file of the patient, um, can I please get their name as well as their date of birth? Aubin, A-U-B-I-N, Whitaker. Birthday, 3/17/75. You said that was March 17? 75, yeah. And then that last name was W-I-C-K-E-R? W-H-I-T-A-K-E-R. Gotcha. Okay. Give me one second. Are they the policyholder or are they a dependent? Um. Because- It looks like they're the policy holder, and I've got the ID number. So, I wouldn't be able to look them up with the ID number. It would be with the first and last name. You said the first name was A-U-B-I-N? Yes. And then W-H... T- ... T-A-K-E-R? W-H-I-T-A-K-E-R. R-R. Okay. Oh, there they go. Okay. Thank you for that. I was missing a letter. Are you guys in Kentucky? Yes. Okay. And then what was the visit for and when was it for? Um, it's a procedure. She's having it done on the 25th of this month, and it's for a EGD and a colonoscopy. Gotcha. Okay. Um, so right now, she has coverage until Sunday? Oh. Yes, ma'am, because it's weekly deductions for this- Oh, okay. ... specific plan. Yes, ma'am. Um, but I could transfer you to the carrier to see if that procedure would be c- would be covered. Um, but it is- Okay. ... weekly deductions, so for right now, she doesn't have coverage for that particular day just because it's... It's the 12th. Weekly? Mm-hmm. Yes. Yes, ma'am. But I would- So- Yes, ma'am. So if it's like that... If they can't give me the authorization where it's weekly, does... Would I need to call back Friday? Or would she need to not have it on a Monday to where I could call at the beginning of that week? So let's say she... Since it's weekly deductions, we norm- mor- normally sometimes receive it, like, maybe that Tuesday. I wouldn't be able to tell you exactly. Okay. Like, about these per-... Like, deductions and if she would have coverage or not just because I'm only able to see what I see at this moment, um, but I could transfer you to the, the carrier and they could, like, verify if that visit would be covered or not. And then, um- Okay. Like, if she does go to that visit, and let's say they do verify that it would be covered, um, you guys are welcome to call back just to verify that she indeed does have coverage for the 25th when that week comes around. Um, but for now- Okay. ... if you wish, I could transfer you just to verify if that service is covered under the plan that she has or not. Yes, please. Okay. Um, do you want me to provide that phone number just in case, once I transfer you, just in case the call was to drop or something like that? Yes, please. Okay. Um, so the carrier for her plan is called 90 Degrees and their phone number is 800-833-4296. And then I'm gonna repeat it one more time. Oh,

that was the number I called. Um, did you press option one? No, I pressed option four. Do I need to press option one? Yes, ma'am. So whenever you call it, just press option one. Okay. Um, and can I please get your name just for my- Erin. A-R-I-N. Yeah. Okay. Thank you, Erin. So I'll go ahead and- Yeah. ... transfer you, and then they could verify if that service would be covered or not, and then once that week comes around, you're welcome to give us a call to see if we have received the deduction for that week just in case she has coverage or doesn't have coverage, we could verify that. Okay. Mm-hmm. Yes, ma'am. Okay. I'm gonna go ahead and transfer your call. Thank you for calling Benefits in a Card. I hope you have a great day. Thank you. You too.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefit in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Um, yes, I just need to see if prior authorization is needed for a patient of ours.

Speaker speaker\_1: Like if they have coverage?

Speaker speaker\_2: Uh... Um, well, if they have coverage, but also this is the only number that I could find, um, on the card. I just need to see if... To get to the prior authorization line.

Speaker speaker\_1: Oh, okay. Yeah, I can transfer you. Um, I could let you know as well if that date that they went to the appointment, if it was covered or not. Um, and then I could transfer you to verify if that visit would be covered.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, but to open the file of the patient, um, can I please get their name as well as their date of birth?

Speaker speaker\_2: Aubin, A-U-B-I-N, Whitaker. Birthday, 3/17/75.

Speaker speaker\_1: You said that was March 17?

Speaker speaker\_2: 75, yeah.

Speaker speaker\_1: And then that last name was W-I-C-K-E-R?

Speaker speaker\_2: W-H-I-T-A-K-E-R.

Speaker speaker\_1: Gotcha. Okay. Give me one second. Are they the policyholder or are they a dependent?

Speaker speaker\_2: Um.

Speaker speaker\_1: Because-

Speaker speaker\_2: It looks like they're the policy holder, and I've got the ID number.

Speaker speaker\_1: So, I wouldn't be able to look them up with the ID number. It would be with the first and last name. You said the first name was A-U-B-I-N?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then W-H...

Speaker speaker\_2: T-

Speaker speaker\_1: ... T-A-K-E-R?

Speaker speaker\_2: W-H-I-T-A-K-E-R.

Speaker speaker\_1: R-R. Okay. Oh, there they go. Okay. Thank you for that. I was missing a letter. Are you guys in Kentucky?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And then what was the visit for and when was it for?

Speaker speaker\_2: Um, it's a procedure. She's having it done on the 25th of this month, and it's for a EGD and a colonoscopy.

Speaker speaker\_1: Gotcha. Okay. Um, so right now, she has coverage until Sunday?

Speaker speaker\_2: Oh.

Speaker speaker\_1: Yes, ma'am, because it's weekly deductions for this-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: ... specific plan. Yes, ma'am. Um, but I could transfer you to the carrier to see if that procedure would be c- would be covered. Um, but it is-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... weekly deductions, so for right now, she doesn't have coverage for that particular day just because it's... It's the 12th.

Speaker speaker\_2: Weekly?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Yes, ma'am. But I would-

Speaker speaker\_2: So-

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: So if it's like that... If they can't give me the authorization where it's weekly, does... Would I need to call back Friday? Or would she need to not have it on a

Monday to where I could call at the beginning of that week?

Speaker speaker\_1: So let's say she... Since it's weekly deductions, we norm- mor- normally sometimes receive it, like, maybe that Tuesday. I wouldn't be able to tell you exactly.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Like, about these per-... Like, deductions and if she would have coverage or not just because I'm only able to see what I see at this moment, um, but I could transfer you to the, the carrier and they could, like, verify if that visit would be covered or not. And then, um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: Like, if she does go to that visit, and let's say they do verify that it would be covered, um, you guys are welcome to call back just to verify that she indeed does have coverage for the 25th when that week comes around. Um, but for now-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... if you wish, I could transfer you just to verify if that service is covered under the plan that she has or not.

Speaker speaker\_2: Yes, please.

Speaker speaker\_1: Okay. Um, do you want me to provide that phone number just in case, once I transfer you, just in case the call was to drop or something like that?

Speaker speaker\_2: Yes, please.

Speaker speaker\_1: Okay. Um, so the carrier for her plan is called 90 Degrees and their phone number is 800-833-4296. And then I'm gonna repeat it one more time.

Speaker speaker\_2: Oh, that was the number I called.

Speaker speaker\_1: Um, did you press option one?

Speaker speaker\_2: No, I pressed option four. Do I need to press option one?

Speaker speaker\_1: Yes, ma'am. So whenever you call it, just press option one.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, and can I please get your name just for my-

Speaker speaker\_2: Erin. A-R-I-N.

Speaker speaker\_1: Yeah. Okay. Thank you, Erin. So I'll go ahead and-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... transfer you, and then they could verify if that service would be covered or not, and then once that week comes around, you're welcome to give us a call to see if we have received the deduction for that week just in case she has coverage or doesn't

have coverage, we could verify that.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Mm-hmm. Yes, ma'am. Okay. I'm gonna go ahead and transfer your call. Thank you for calling Benefits in a Card. I hope you have a great day.

Speaker speaker\_2: Thank you. You too.