

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. Good morning. This is, uh, Calvin. I'm calling from provider office. So checking the urgent care eligibility for this patient. And my last name first initial is S as in Sam. Okay. Um, what's the member's first and last name? Mm-hmm. Sure. The member's first name is... One second. The member's first name is... So Prodigy. You said P-R-D-I-G-Y? Mm. Yes. P-R-O-D-I-G-Y. Oh, okay. And then the last name? Sure. The last name is... So Rauch. R-A-U-C-H. Rauch. And South Carolina? Correct. Is the date of birth May 25th of 2002? Just one second. I'll just say 90 degrees. One second. Uh, once... Date of... The date of birth is May 25, 2002. Okay. And then when was the service for? Um, Urgent care. Uh, what date? May 14, 2025. And I'm looking just eligibility, okay? So for May 14 of 2025 they did have active coverage. However, they only have a preventative plan, meaning it only covers like a physical, some vaccines, some ST cancer screening. It doesn't cover any urgent care, doctor visitations if sick, emergency room, surgeries, no- nor hospital visits if injured. So he only has a preventative plan. Oh. And it does not cover any urgent care. Okay. Okay. And you stated that the patient have only, uh... The patient did not have any other medical coverage, right? They have, um, the preventative plan, which is the NUP, and they have dental. But like I said, the plan that they have is only preventative. Just one second. I'm confusing... Preventive service, right? What you saying there? Could you repeat one more time that? So he only has a preventative plan that only covers preventative services. And he has a dental plan. But to know if like, I mean, you're, you're welcome to get transferred to the carrier to see if that this is something that they'll cover, but the plan that he does have is only for preventative visits. It's not a hospital indemnity plan. Okay. Could you repeat one more time? Just I'm confusing that. The cover is subject to plan provision and limitation, right? So the plan that he has is only for preventative visits. Okay. That's why I'm asking. They don't have medical coverage, right? They don't. Correct? Yeah. They don't have a medical plan. They only have a preventative. One second. Please spell out the word, the preventative. Yeah. It's P as in paw. R as in Romeo. P as in echo. V as in victor. E as in echo. N as in Nancy. T as in Tom. A as in apple. P as in Tom. I as in ice cream. V as in victor. And then E as in echo. Preventative. It's only a preventative plan. That only covers like a physical, some vaccines, some STD screening, some cancer screening, but it doesn't cover no doctor visits if sick, urgent care, emergency room, neither surgeries. So it's only for preventative visits. If you want more information regarding what the plan covers that they have, I would have to connect you with a carrier who is 90 Degrees, but that plan that they have is only for preventative visits. Okay. And, uh, you're stating that, you confirmed that, right? The patient did not have medical coverage, right? Yeah, they only have that preventative plan and dental. That's the only thing that they have. But if you want more information regarding the plan that they do have, I have to connect

you with a carrier, who is 90 degrees. Okay. And what about the reference? Uh, could you spell out your name for documentation? It's Stephanie, which is S-T-E- Yes. Stephanie. Okay. P-H-E-N-Y, right? Yes. Last initial A, and then you can put reference number 051625. 05162025. And what about the end then? Um- Your name and today date? Yeah. L- last initial A and then today's date. Thank you so much. Thank you so much. How nice to take care of by phone. Thank you. Mm, bye.

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: Hi, Stephanie. Good morning. This is, uh, Calvin. I'm calling from provider office. So checking the urgent care eligibility for this patient. And my last name first initial is S as in Sam.

Speaker speaker_0: Okay. Um, what's the member's first and last name?

Speaker speaker_1: Mm-hmm. Sure. The member's first name is... One second. The member's first name is... So Prodigy.

Speaker speaker_0: You said P-R-D-I-G-Y?

Speaker speaker_1: Mm. Yes. P-R-O-D-I-G-Y.

Speaker speaker_0: Oh, okay. And then the last name?

Speaker speaker_1: Sure. The last name is... So Rauch. R-A-U-C-H. Rauch.

Speaker speaker_0: And South Carolina?

Speaker speaker_1: Correct.

Speaker speaker_0: Is the date of birth May 25th of 2002?

Speaker speaker_1: Just one second. I'll just say 90 degrees. One second. Uh, once... Date of... The date of birth is May 25, 2002.

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

Speaker speaker_1: Um, Urgent care.

Speaker speaker_0: Uh, what date?

Speaker speaker_1: May 14, 2025. And I'm looking just eligibility, okay?

Speaker speaker_0: So for May 14 of 2025 they did have active coverage. However, they only have a preventative plan, meaning it only covers like a physical, some vaccines, some ST cancer screening. It doesn't cover any urgent care, doctor visitations if sick, emergency room, surgeries, no- nor hospital visits if injured. So he only has a preventative plan.

Speaker speaker_1: Oh.

Speaker speaker_0: And it does not cover any urgent care.

Speaker speaker_1: Okay. Okay. And you stated that the patient have only, uh... The patient did not have any other medical coverage, right?

Speaker speaker_0: They have, um, the preventative plan, which is the NUP, and they have dental. But like I said, the plan that they have is only preventative.

Speaker speaker_1: Just one second. I'm confusing... Preventive service, right? What you saying there? Could you repeat one more time that?

Speaker speaker_0: So he only has a preventative plan that only covers preventative services. And he has a dental plan. But to know if like, I mean, you're, you're welcome to get transferred to the carrier to see if that this is something that they'll cover, but the plan that he does have is only for preventative visits. It's not a hospital indemnity plan.

Speaker speaker_1: Okay. Could you repeat one more time? Just I'm confusing that. The cover is subject to plan provision and limitation, right?

Speaker speaker_0: So the plan that he has is only for preventative visits.

Speaker speaker_1: Okay. That's why I'm asking. They don't have medical coverage, right?

Speaker speaker_0: They don't.

Speaker speaker_1: Correct?

Speaker speaker_0: Yeah. They don't have a medical plan. They only have a preventative.

Speaker speaker_1: One second. Please spell out the word, the preventative.

Speaker speaker_0: Yeah. It's P as in paw. R as in Romeo. P as in echo. V as in victor. E as in echo. N as in Nancy. T as in Tom. A as in apple. P as in Tom. I as in ice cream. V as in victor. And then E as in echo. Preventative. It's only a preventative plan. That only covers like a physical, some vaccines, some STD screening, some cancer screening, but it doesn't cover no doctor visits if sick, urgent care, emergency room, neither surgeries. So it's only for preventative visits. If you want more information regarding what the plan covers that they have, I would have to connect you with a carrier who is 90 Degrees, but that plan that they have is only for preventative visits.

Speaker speaker_1: Okay. And, uh, you're stating that, you confirmed that, right? The patient did not have medical coverage, right?

Speaker speaker_0: Yeah, they only have that preventative plan and dental. That's the only thing that they have. But if you want more information regarding the plan that they do have, I have to connect you with a carrier, who is 90 degrees.

Speaker speaker_1: Okay. And what about the reference? Uh, could you spell out your name for documentation?

Speaker speaker_0: It's Stephanie, which is S-T-E-

Speaker speaker_1: Yes. Stephanie. Okay. P-H-E-N-Y, right?

Speaker speaker_0: Yes. Last initial A, and then you can put reference number 051625.

Speaker speaker_1: 05162025. And what about the end then?

Speaker speaker_0: Um-

Speaker speaker_1: Your name and today date?

Speaker speaker_0: Yeah. L- last initial A and then today's date.

Speaker speaker_1: Thank you so much. Thank you so much. How nice to take care of by phone.

Speaker speaker_0: Thank you.

Speaker speaker_1: Mm, bye.