

## Transcript: Justin

**Mills-5181566090690560-6400668583018496**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, my name is Felicia. I'm calling from Utah Medicaid, and I'm calling to check eligibility for a member. Okay. What's the member's first and last name? Um, it's Fairly. Last name is L-I-P-P-O-L-D. Um, date of birth is 11/3/1994. I'm sorry. Will you spell the last name for me one more time? L as in Lima, I as in India, P as in Paul, P as in Paul, O as in Oscar, L as in Lima, D as in Delta. Okay. Let's see here. And you're calling from a medical provider's office? I'm calling from Utah Medicaid. It's a government agency. Okay. So let's see here. So it looks like the member has coverage for hospitals, doctors and medications, dental and vision for employee plus child, member became active as of August 12th of 2024. However, what were you specifically needing? Okay. Um, so his e- his effect- his... Oh, my gosh. I can't even speak. His original effective date is August 12th of 2024, correct? Correct. Okay. And what is he c-... Is he covered in medical, dental, vision, mental health? Um, so medical, dental, vision for employee plus child or children, depending on the dependents he has. Okay. And then, um, is there a Bailey Lip-Lippold? Date of birth is 1/31/2016. Is she on the policy? Correct. Okay. Does he have any other dependents on the policy, or is it just him and Bailey? Him and Bailey. Okay. And then who is their pharmacy benefit manager? Do you guys go through, like, a different vendor? Um, let's see here. So for medication coverage? Is that correct? Um, yeah. So, like, Optum, CVS. Um, I'm trying to think of the other- Uh, no, honestly, I don't have the answer to that question. I do know the insurance carrier is American Public Life, and I don't know if we have like an exact, um, or a direct pharmacy that we work with. Okay. Um, do you know who might have the, um, answer to that question? It's just something that I do need to, um, put on- put down in our files, um, who they have for pharmacy. Um, let me see. Here. Bear with me one second. Okay? Okay. Thank you.

### Conversation Format

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

Speaker speaker\_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hi, my name is Felicia. I'm calling from Utah Medicaid, and I'm calling to check eligibility for a member.

Speaker speaker\_1: Okay. What's the member's first and last name?

Speaker speaker\_2: Um, it's Fairly. Last name is L-I-P-P-O-L-D. Um, date of birth is 11/3/1994.

Speaker speaker\_1: I'm sorry. Will you spell the last name for me one more time?

Speaker speaker\_2: L as in Lima, I as in India, P as in Paul, P as in Paul, O as in Oscar, L as in Lima, D as in Delta.

Speaker speaker\_1: Okay. Let's see here. And you're calling from a medical provider's office?

Speaker speaker\_2: I'm calling from Utah Medicaid. It's a government agency.

Speaker speaker\_1: Okay. So let's see here. So it looks like the member has coverage for hospitals, doctors and medications, dental and vision for employee plus child, member became active as of August 12th of 2024. However, what were you specifically needing?

Speaker speaker\_2: Okay. Um, so his e- his effect- his... Oh, my gosh. I can't even speak. His original effective date is August 12th of 2024, correct?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Okay. And what is he c-... Is he covered in medical, dental, vision, mental health?

Speaker speaker\_1: Um, so medical, dental, vision for employee plus child or children, depending on the dependents he has.

Speaker speaker\_2: Okay. And then, um, is there a Bailey Lip- Lippold? Date of birth is 1/31/2016. Is she on the policy?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Okay. Does he have any other dependents on the policy, or is it just him and Bailey?

Speaker speaker\_1: Him and Bailey.

Speaker speaker\_2: Okay. And then who is their pharmacy benefit manager? Do you guys go through, like, a different vendor?

Speaker speaker\_1: Um, let's see here. So for medication coverage? Is that correct?

Speaker speaker\_2: Um, yeah. So, like, Optum, CVS. Um, I'm trying to think of the other-

Speaker speaker\_1: Uh, no, honestly, I don't have the answer to that question. I do know the insurance carrier is American Public Life, and I don't know if we have like an exact, um, or a direct pharmacy that we work with.

Speaker speaker\_2: Okay. Um, do you know who might have the, um, answer to that question? It's just something that I do need to, um, put on- put down in our files, um, who they have for pharmacy.

Speaker speaker\_1: Um, let me see. Here. Bear with me one second. Okay?

Speaker speaker\_2: Okay. Thank you.