

Transcript: Justin

Mills-5341156280680448-5648020486799360

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yeah. Hi, Justin. This is James from Provider Services to check eligibility and benefits. Okay. Uh, what's the patient's first and last name? First name is going to be Mar- Maricela, and last name is going to be Gaona, and date of birth is going to be 8/7/1974. Hm. Okay. Will you spell the first and last name for me please? It's going to be M-A-R-I-C-E-L-A. And the last name? G-A-O-N-A. Okay. And the date of birth one more time. 8/7 of 1974. Okay. Let's see here. So for medical, looks like they're covered for preventative healthcare services only. Um. Mm-hmm. Became active as of January 6th of 2025, and they are currently active this week. Okay. May I get cha-, chiropractic benefits for this patient? Um, yes. So they are covered for preventative healthcare services only, so anything preventative-wise would be covered under that, their plan. No, actually, I didn't get you, what you said. Can you repeat it one more time? Um, preventative healthcare services only, so anything preventative-wise would be covered under their plan. Actually, I don't have any information about that, uh, care what you said now. I do have the information about this Benefits in a Card. So would you able to give me the exact benefits? Yeah. That's the exact benefits. Preventative services only. Can you... Okay, preventive, preventative services only. Okay. So this claim is somebody to preventive service only, right? So this claims... What were you saying? I'm sorry. So for claims address? I just want to know the... Uh, uh, yes, claims mailing add- I just wanna know the claims mailing address, where I need to submit this claim. Okay. So that's to 90 Degree Benefits. Okay. And their claims address is PO Box- Okay. ... 21704. Mm-hmm. Mm-hmm. In Eagan, Minnesota- Mm-hmm. ... 55121. Okay. So this certain information, one moment. Uh, is there any group number for this patient? Any group number? Not that I can see. No, sir. Okay. That's what I thought. Okay. Your name, your last initially. Uh, Justin, and then M as in Mary. Justin, M as in Mary. Okay. Uh, may I get, uh, the information of... Sorry. Can I get the reference number? So my first name, and then M as in Mary, and then today's date. Okay. Is there anything else I could help you out with today? Nothing. Okay. Bye-bye. Awesome. Well, you have a wonderful day, okay? Mm-hmm.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Yeah. Hi, Justin. This is James from Provider Services to check eligibility and benefits.

Speaker speaker_0: Okay. Uh, what's the patient's first and last name?

Speaker speaker_1: First name is going to be Mar- Maricela, and last name is going to be Gaona, and date of birth is going to be 8/7/1974.

Speaker speaker_0: Hm. Okay. Will you spell the first and last name for me please?

Speaker speaker_1: It's going to be M-A-R-I-C-E-L-A.

Speaker speaker_0: And the last name?

Speaker speaker_1: G-A-O-N-A.

Speaker speaker_0: Okay. And the date of birth one more time.

Speaker speaker_1: 8/7 of 1974.

Speaker speaker_0: Okay. Let's see here. So for medical, looks like they're covered for preventative healthcare services only. Um.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Became active as of January 6th of 2025, and they are currently active this week.

Speaker speaker_1: Okay. May I get cha-, chiropractic benefits for this patient?

Speaker speaker_0: Um, yes. So they are covered for preventative healthcare services only, so anything preventative-wise would be covered under that, their plan.

Speaker speaker_1: No , actually, I didn't get you, what you said. Can you repeat it one more time?

Speaker speaker_0: Um, preventative healthcare services only, so anything preventative-wise would be covered under their plan.

Speaker speaker_1: Actually, I don't have any information about that, uh, care what you said now. I do have the information about this Benefits in a Card. So would you able to give me the exact benefits?

Speaker speaker_0: Yeah. That's the exact benefits. Preventative services only.

Speaker speaker_1: Can you... Okay, preventive, preventative services only. Okay. So this claim is somebody to preventive service only, right?

Speaker speaker_0: So this claims... What were you saying? I'm sorry. So for claims address?

Speaker speaker_1: I just want to know the... Uh, uh, yes, claims mailing add- I just wanna know the claims mailing address, where I need to submit this claim.

Speaker speaker_0: Okay. So that's to 90 Degree Benefits.

Speaker speaker_1: Okay.

Speaker speaker_0: And their claims address is PO Box-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 21704.

Speaker speaker_1: Mm-hmm. Mm-hmm.

Speaker speaker_0: In Eagan, Minnesota-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 55121.

Speaker speaker_1: Okay. So this certain information, one moment. Uh, is there any group number for this patient?

Speaker speaker_0: Any group number? Not that I can see. No, sir.

Speaker speaker_1: Okay. That's what I thought. Okay. Your name, your last initially.

Speaker speaker_0: Uh, Justin, and then M as in Mary.

Speaker speaker_1: Justin, M as in Mary. Okay. Uh, may I get, uh, the information of... Sorry. Can I get the reference number?

Speaker speaker_0: So my first name, and then M as in Mary, and then today's date.

Speaker speaker_1: Okay.

Speaker speaker_0: Is there anything else I could help you out with today?

Speaker speaker_1: Nothing. Okay. Bye-bye.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: Mm-hmm.