

Transcript: Justin

Mills-5384425185918976-5568506796359680

Full Transcript

Thank you for calling Benefit and Encouragement. This is Justin. How can I help you today? Yes. Hi. You're welcome. Have a good day, sir. Yes. Hi. We have a patient in the office, I'm trying to see what insurance it is. We have a patient that's in the office and we just need to know if its, her insurance is Magna Care, because we don't accept the Magna Care. So can I give you the patient's, um, name and date of birth? Um, yeah. What's the patient's first and last name? Uh, the first name is Dorcas. The last name is D-u-k-u-a, M as in Mary, o-a-h as in Harry. Can you spell the first name for me? D-o-r-c-a-s. Yeah. I'm not having a Dorcas pull up in my system. You don't have it up on your... They gave me this number to call. When I called- Uh, do you have their employer or do you have the last four of their social by any chance? Uh, I don't have that. I mean, I have the patient here. Maybe she can tell you it. I don't have her personal stuff like that. Hold on one second. Okay. Asking personal stuff. I don't know. Hello? Hey. What's the last four of your social? 4-7-2-7. Okay. There we go. I got her pulled up. You can hand the phone back to her. Hello? Hey. Um, so I was able to find her. Okay. Let's see. Um, so she is currently active in the coverage. Looks like the insurance carrier is, uh, 90 Degree Benefits. 90 Degree Be... So there's nothing with Magna Care? Correct. Not that I can see. So why isn't it coming up, Magna Care? 90 Degree Benefits. So it's a part of MultiPlan? Correct. Okay. MultiPlan. And you said she's active? Correct. Yes, ma'am. Okay. She's active. Um, what is the one... Active. Um, when did she, um, when was this started? I'm sorry. When did she first have it? Um, she became active in the coverage as of January 13th of 2025. January 13th, 2025. Um, what else? Do you have like a reference number of this conversation or something? Uh, yeah. So it's my first name- Okay. ... which is Justin. Justin. And then M as in Mary, and then today's date. Okay. And today's date. Uh, 5/6. Okay. All right. No problem. Thank you. You're welcome. You have a great day, okay? You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit and Encouragement. This is Justin. How can I help you today?

Speaker speaker_1: Yes. Hi. You're welcome. Have a good day, sir. Yes. Hi. We have a patient in the office, I'm trying to see what insurance it is. We have a patient that's in the office and we just need to know if its, her insurance is Magna Care, because we don't accept the Magna Care. So can I give you the patient's, um, name and date of birth?

Speaker speaker_0: Um, yeah. What's the patient's first and last name?

Speaker speaker_1: Uh, the first name is Dorcas. The last name is D-u-k-u-a, M as in Mary, o-a-h as in Harry.

Speaker speaker_0: Can you spell the first name for me?

Speaker speaker_1: D-o-r-c-a-s.

Speaker speaker_0: Yeah. I'm not having a Dorcas pull up in my system.

Speaker speaker_1: You don't have it up on your... They gave me this number to call. When I called-

Speaker speaker_0: Uh, do you have their employer or do you have the last four of their social by any chance?

Speaker speaker_1: Uh, I don't have that. I mean, I have the patient here. Maybe she can tell you it. I don't have her personal stuff like that. Hold on one second.

Speaker speaker_0: Okay.

Speaker speaker_1: Asking personal stuff. I don't know.

Speaker speaker_2: Hello?

Speaker speaker_0: Hey. What's the last four of your social?

Speaker speaker_2: 4-7-2-7.

Speaker speaker_0: Okay. There we go. I got her pulled up. You can hand the phone back to her.

Speaker speaker_1: Hello?

Speaker speaker_0: Hey. Um, so I was able to find her.

Speaker speaker_1: Okay.

Speaker speaker_0: Let's see. Um, so she is currently active in the coverage. Looks like the insurance carrier is, uh, 90 Degree Benefits.

Speaker speaker_1: 90 Degree Be... So there's nothing with Magna Care?

Speaker speaker_0: Correct. Not that I can see.

Speaker speaker_1: So why isn't it coming up, Magna Care? 90 Degree Benefits. So it's a part of MultiPlan?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. MultiPlan. And you said she's active?

Speaker speaker_0: Correct. Yes, ma'am.

Speaker speaker_1: Okay. She's active. Um, what is the one... Active. Um, when did she, um, when was this started? I'm sorry. When did she first have it?

Speaker speaker_0: Um, she became active in the coverage as of January 13th of 2025.

Speaker speaker_1: January 13th, 2025. Um, what else? Do you have like a reference number of this conversation or something?

Speaker speaker_0: Uh, yeah. So it's my first name-

Speaker speaker_1: Okay.

Speaker speaker_0: ... which is Justin.

Speaker speaker_1: Justin.

Speaker speaker_0: And then M as in Mary, and then today's date.

Speaker speaker_1: Okay. And today's date. Uh, 5/6. Okay. All right. No problem. Thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.