Transcript: Justin Mills-5503568026189824-5880612283138048

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Justin, I am trying to verify vision benefits for a patient. I have her name, date of birth, and the last four of her Social. Will that help? Yeah, what's her first and last name? Her name... Uh, her name is Eva Denny, D-E-N-N-Y. And confirm her date of birth. March 6th, 1977. Let's just see here. So it looks like she actually became active in the coverage as of yesterday. Uh... Okay. ... the seventh. Let's see. Her copay for a vision or eye exam would be $10. Um, copay for lenses and frames's 25. And she has a frames allowance for 130. For frames? Okay, 130. Now, who do we bill this to? Uh, it's through MetLife. Let me see if I have a claims address. Bear with me one second. Mm-hmm. Okay. Here, do you mind if I place you on a brief hold? That will be fine. Thank you. Mm-hmm. Hello, are you still there? Yes. Awesome. Thanks so much for holding. So I have that claims address. Just let me know whenever you're ready. I'm ready. Okay, so it's PO Box 385 018 in Birmingham, Alabama, 35238. Okay. Now, uh, does... Is it in-network, out-of-network, or does it matter? Uh, let me see here. It doesn't matter, not that I can see. Okay!nd so she has a $10 exam copay. Does she have any, um, benefits for contact lens fitting and contacts? Um, so she has a $0 copay for contact lens fitting. Okay. And how about contacts? Um, nothing I can see. Just the contact lens fitting. No coverage. Okay. All right. And she pays, um, upgrades for all, um, premium, um, progressive lenses, correct? Correct. Okay. All right. And can I get a reference number for the call? Yeah. So my first name, which is Justin, and then M as in Mary. Okay. And then today's date. Okay. Thank you so much. You're welcome. You have a great day, okay? You too. Mm, bye-bye. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Justin, I am trying to verify vision benefits for a patient. I have her name, date of birth, and the last four of her Social. Will that help?

Speaker speaker_0: Yeah, what's her first and last name?

Speaker speaker_1: Her name... Uh, her name is Eva Denny, D-E-N-N-Y.

Speaker speaker_0: And confirm her date of birth.

Speaker speaker_1: March 6th, 1977.

Speaker speaker_0: Let's just see here. So it looks like she actually became active in the coverage as of yesterday. Uh...

Speaker speaker_1: Okay.

Speaker speaker_0: ... the seventh. Let's see. Her copay for a vision or eye exam would be $10. Um, copay for lenses and frames's 25. And she has a frames allowance for 130.

Speaker speaker_1: For frames? Okay, 130. Now, who do we bill this to?

Speaker speaker_0: Uh, it's through MetLife. Let me see if I have a claims address. Bear with me one second.

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_0: Here, do you mind if I place you on a brief hold?

Speaker speaker_1: That will be fine. Thank you.

Speaker speaker_0: Mm-hmm. Hello, are you still there?

Speaker speaker_1: Yes.

Speaker speaker_0: Awesome. Thanks so much for holding. So I have that claims address. Just let me know whenever you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: Okay, so it's PO Box 385 018 in Birmingham, Alabama, 35238.

Speaker speaker_1: Okay. Now, uh, does... Is it in-network, out-of-network, or does it matter?

Speaker speaker_0: Uh, let me see here. It doesn't matter, not that I can see.

Speaker speaker_1: Okay!nd so she has a $10 exam copay. Does she have any, um, benefits for contact lens fitting and contacts?

Speaker speaker_0: Um, so she has a $0 copay for contact lens fitting.

Speaker speaker_1: Okay. And how about contacts?

Speaker speaker_0: Um, nothing I can see. Just the contact lens fitting.

Speaker speaker_1: No coverage. Okay. All right. And she pays, um, upgrades for all, um, premium, um, progressive lenses, correct?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. All right. And can I get a reference number for the call?

Speaker speaker_0: Yeah. So my first name, which is Justin, and then M as in Mary.

Speaker speaker_1: Okay.

Speaker speaker_0: And then today's date.

Speaker speaker_1: Okay. Thank you so much.

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

Speaker speaker_1: You too. Mm, bye-bye.

Speaker speaker_0: All right. Bye-bye.