

Transcript: Justin

Mills-5809524732116992-4655625010724864

Full Transcript

Thank you for calling 90 Degree Benefit. Your call has been monitored or recorded for quality assurance purposes. All agents are currently assisting other callers. Please remain on the line and your- We appreciate your patience. Please remain on the line and we will be with you shortly. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We appreciate your patience. Please remain on the line and we will be with you shortly. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We appreciate your patience. Please remain on the line and

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Conversation Format

Speaker speaker_0: Thank you for calling 90 Degree Benefit. Your call has been monitored or recorded for quality assurance purposes. All agents are currently assisting other callers. Please remain on the line and your- We appreciate your patience. Please remain on the line and we will be with you shortly. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We appreciate your patience. Please remain on the line and we will be with you shortly. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer-than-expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We appreciate your patience. Please remain on the line and we will be with you shortly. We apologize for the longer-than-expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer-than-expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer-than-expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer-than-expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We appreciate your patience. Please remain on the line and we will be with you shortly. We apologize for the longer-than-expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer-than-expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly.

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Speaker speaker_1: Your call is important to us.

Speaker speaker_0: If you prefer, you can leave a detailed voicemail message, and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message, and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message, and we will get back to you promptly. Press one to leave a voicemail. We appreciate your patience. Please remain on the line, and we will be with you shortly.

Speaker speaker_2: Non-ED benefits, this is Lisa. How can I help you?

Speaker speaker_1: Hi. Um, I received an explanation of benefits for a recent doctor's visit, and it said it wasn't covered under prevented, uh, preventative services. And I was just wondering why, 'cause it was just, like, a regular wellness check, like a yearly-

Speaker speaker_2: Okay.

Speaker speaker_1: ... exam.

Speaker speaker_2: Do you have your, um, employee ID number, or can I get your social?

Speaker speaker_1: Yeah. Uh, social is 349-92-1076.

Speaker speaker_2: And what is your name?

Speaker speaker_1: Hailey Korowski.

Speaker speaker_2: Okay. Just wanna make sure I have the right person. Um, do you know what the date of service was?

Speaker speaker_1: Yeah. It was 10-28-24.

Speaker speaker_2: 10-28-24. Okay. Just a moment. Okay. So we covered what was covered under the preventative plan, uh, but the \$454 visit that they billed for was coded as a medical. And a 90204, so let me-

Speaker speaker_1: Okay.

Speaker speaker_2: ... check. Just a second, let me see what that six way is.

Speaker speaker_1: Okay.

Speaker speaker_2: G419. Sleep disorder. That's what that was coded as.

Speaker speaker_1: Hmm. Okay.

Speaker speaker_2: But all the other-

Speaker speaker_1: So, I will-

Speaker speaker_0: ... stuff was-

Speaker speaker_1: ... have to call the doctor?

Speaker speaker_2: Yes, ma'am. So the other ones were, um, I'm told them were just immunizations, like, your-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... just your routine immunizations. So, so those were covered, um, because the total bill was \$665. Um, and-

Speaker speaker_1: Okay.

Speaker speaker_2: ... all that wasn't paid was that 454 that they charged for that visit, as a medical visit.

Speaker speaker_1: Okay. 'Cause they were, like, diagnosing rather than-

Speaker speaker_2: Right, right.

Speaker speaker_1: ... just doing, like, a regular... Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Cool. So I will call the doctor then, and see-

Speaker speaker_2: All right.

Speaker speaker_1: ... what they can do.

Speaker speaker_2: Yeah, and they can file a corrective claim-

Speaker speaker_1: All right. Thank you so much.

Speaker speaker_2: ... you know, if they need to. All right. You're welcome. Have a good day.

Speaker speaker_1: Okay. Awesome.

Speaker speaker_2: All right.

Speaker speaker_1: Thank you so much. Appreciate your help. Bye.

Speaker speaker_2: Yes, ma'am. You're welcome.

Speaker speaker_1: Bye-bye.