

Transcript: Justin

Mills-5818184417067008-5011140759961600

Full Transcript

Thank you for calling Benefits and Occurred. This is Justin. How can I help you today? Hey, Justin. It's Courtney. I'm calling from Carilion Family Medicine. Um, I know that this patient's policy is just recently active, um, but I was wondering if you could possibly give me a phone number to call for a prior authorization? Um... Yeah. Let me try pulling their file to see who the correct insurance carrier is. What's the patient's first and last name? It's Bryson Stokes. S-O-N or S-E-N? Uh, S-O-N. Who's the policyholder? Um, I think it's actually under his dad, uh, which would be Glenn Stokes. And confirm Glenn's date of birth. Uh, 10/22/70. Okay. Let's see here. So, it'd be American Public Life is the insurance carrier. Just let me know whenever you're ready for their number. All right. Let me write that down: American Public Life. Okay, I'm ready. Um, so their telephone number is 800-256-8606. All right. I got it. Thank you so much. You're welcome. You have a great day, okay? You too. Bye-bye. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hey, Justin. It's Courtney. I'm calling from Carilion Family Medicine. Um, I know that this patient's policy is just recently active, um, but I was wondering if you could possibly give me a phone number to call for a prior authorization?

Speaker speaker_0: Um... Yeah. Let me try pulling their file to see who the correct insurance carrier is. What's the patient's first and last name?

Speaker speaker_1: It's Bryson Stokes.

Speaker speaker_0: S-O-N or S-E-N?

Speaker speaker_1: Uh, S-O-N.

Speaker speaker_0: Who's the policyholder?

Speaker speaker_1: Um, I think it's actually under his dad, uh, which would be Glenn Stokes.

Speaker speaker_0: And confirm Glenn's date of birth.

Speaker speaker_1: Uh, 10/22/70.

Speaker speaker_0: Okay. Let's see here. So, it'd be American Public Life is the insurance carrier. Just let me know whenever you're ready for their number.

Speaker speaker_1: All right. Let me write that down. American Public Life. Okay, I'm ready.

Speaker speaker_0: Um, so their telephone number is 800-256-8606.

Speaker speaker_1: All right. I got it. Thank you so much.

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

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: All right. Bye-bye.