

## **Transcript: Justin**

**Mills-6465200927588352-6134983348502528**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin, how can I help you today? Hi, Justin. Uh, my name is Gayla, it's G-A-Y-L-A. The initial to my last name is S. I'm calling in regards to this patient's benefits for outpatient physical therapy. Um, I called a few minutes ago and spoke with Allie. Um, I was won- I have a question I was wondering if you could help me with. Okay, what's the patient's first and last name? Dawn Morrison. Dawn, D-A-W-N? Yes, that's correct. Let's see. Now, is she listed as a primary or a dependent? She's a dependent under... I think his name is Gary Morrison, let me see here. Yes, Gary Morrison is her spouse. Okay, let's see here. Can you confirm Dawn's date of birth for me? Dawn's date of birth is August 10th, 1961. Okay. How can I help you today? Um, when I spoke with Allie, she said the patient only had four physical therapy benefits per year, and the insurance would cover up to \$30 per visit. Um, is that what you're seeing also? Yes, ma'am. Okay. And does it require prior authorization for those four visits? Not that I can see, no, ma'am. Okay. There's no copays, there's no coinsurance, deductible, it's just straight up all they're going to pay is \$30? Correct. Okay. I just wanted to make sure of that. All right, Justin. What is the initial to your last name? And I've got today's date, it's 1/13. That's all you do is the date and your name, right? Yes, ma'am. Uh, which is M as in Mary. All right, thank you so much, Justin. You're welcome. You have a great day, okay? You too. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and a Card. This is Justin, how can I help you today?

Speaker speaker\_2: Hi, Justin. Uh, my name is Gayla, it's G-A-Y-L-A. The initial to my last name is S. I'm calling in regards to this patient's benefits for outpatient physical therapy. Um, I called a few minutes ago and spoke with Allie. Um, I was won- I have a question I was wondering if you could help me with.

Speaker speaker\_1: Okay, what's the patient's first and last name?

Speaker speaker\_2: Dawn Morrison.

Speaker speaker\_1: Dawn, D-A-W-N?

Speaker speaker\_2: Yes, that's correct.

Speaker speaker\_1: Let's see. Now, is she listed as a primary or a dependent?

Speaker speaker\_2: She's a dependent under... I think his name is Gary Morrison, let me see here. Yes, Gary Morrison is her spouse.

Speaker speaker\_1: Okay, let's see here. Can you confirm Dawn's date of birth for me?

Speaker speaker\_2: Dawn's date of birth is August 10th, 1961.

Speaker speaker\_1: Okay. How can I help you today?

Speaker speaker\_2: Um, when I spoke with Allie, she said the patient only had four physical therapy benefits per year, and the insurance would cover up to \$30 per visit. Um, is that what you're seeing also?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay. And does it require prior authorization for those four visits?

Speaker speaker\_1: Not that I can see, no, ma'am.

Speaker speaker\_2: Okay. There's no copays, there's no coinsurance, deductible, it's just straight up all they're going to pay is \$30?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Okay. I just wanted to make sure of that. All right, Justin. What is the initial to your last name? And I've got today's date, it's 1/13. That's all you do is the date and your name, right?

Speaker speaker\_1: Yes, ma'am. Uh, which is M as in Mary.

Speaker speaker\_2: All right, thank you so much, Justin.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Bye-bye.