

Transcript: Pearl

Rojas-5795011944955904-6518709907800064

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hoodles. Who else is registering with me? Hi. This is Shanice. I'm calling from Eagle Landing Internal Medicine. Um, I have a patient, uh, with this insurance. I'm trying to verify eligibility. Would you be able to confirm that for me? Of course. What's the name of the member? Uh, I'm sorry. Say it again. The name of the member or the patient? Uh, it's Joshua... I'm not sure how to spell the last name. Uh, G-R-A-N-L-U-N-D. Okay. Date of birth? 08/15... Yeah, 08/15/85. All right. Take a look here. So, uh, the member only has preventative health services. Only preventative? And when was it active? Um- Or was this your... Yeah. ... 10... Uh, give me one second. 10/02/23. 10/02/23. Okay. All right. So this preventative service is active, meaning, uh, like you can have a physical and labs, uh... So the annual physical, yes. Um, that is a covered service. As far as labs, I would have to transfer you to the insurance carrier to confirm on that... that, um, that service. So, is this the number that we call to verify eligibility or to get- So we're the- we're the healthcare administrators. ... you said it's 90 day? Yeah. Th- Uh, so we're the healthcare administrators. We can tell you if, if they have active coverage, what kind of coverage they have, um, and certain details of their coverage. But as far as specific questions as far as, like, labs or, um, specific authorizations or things like that, you'd have to talk to the actual carrier, the actual insurance company. Oh, okay. All right. And, uh, now would you happen to know, like, what the, uh, website? Um, I wasn't able to verify anything on the website, 90 Degree Benefits provider portal. Excuse me. I'm not sure how that portal works either. That would be a, a question for the carrier as well. Okay. All right. Thank you. But it is active? That's all I need to know, right? Correct. All right. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hoodles. Who else is registering with me?

Speaker speaker_1: Hi. This is Shanice. I'm calling from Eagle Landing Internal Medicine. Um, I have a patient, uh, with this insurance. I'm trying to verify eligibility. Would you be able to confirm that for me?

Speaker speaker_0: Of course. What's the name of the member?

Speaker speaker_1: Uh, I'm sorry. Say it again.

Speaker speaker_0: The name of the member or the patient?

Speaker speaker_1: Uh, it's Joshua... I'm not sure how to spell the last name. Uh, G-R-A-N-L-U-N-D.

Speaker speaker_0: Okay. Date of birth?

Speaker speaker_1: 08/15... Yeah, 08/15/85.

Speaker speaker_0: All right. Take a look here. So, uh, the member only has preventative health services.

Speaker speaker_1: Only preventative? And when was it active?

Speaker speaker_0: Um-

Speaker speaker_1: Or was this your... Yeah.

Speaker speaker_0: ... 10... Uh, give me one second. 10/02/23.

Speaker speaker_1: 10/02/23. Okay. All right. So this preventative service is active, meaning, uh, like you can have a physical and labs, uh...

Speaker speaker_0: So the annual physical, yes. Um, that is a covered service. As far as labs, I would have to transfer you to the insurance carrier to confirm on that... that, um, that service.

Speaker speaker_1: So, is this the number that we call to verify eligibility or to get-

Speaker speaker_0: So we're the- we're the healthcare administrators.

Speaker speaker_1: ... you said it's 90 day?

Speaker speaker_0: Yeah. Th- Uh, so we're the healthcare administrators. We can tell you if, if they have active coverage, what kind of coverage they have, um, and certain details of their coverage. But as far as specific questions as far as, like, labs or, um, specific authorizations or things like that, you'd have to talk to the actual carrier, the actual insurance company.

Speaker speaker_1: Oh, okay. All right. And, uh, now would you happen to know, like, what the, uh, website? Um, I wasn't able to verify anything on the website, 90 Degree Benefits provider portal. Excuse me.

Speaker speaker_0: I'm not sure how that portal works either. That would be a, a question for the carrier as well.

Speaker speaker_1: Okay. All right. Thank you. But it is active? That's all I need to know, right?

Speaker speaker_0: Correct.

Speaker speaker_1: All right. Thank you. Bye-bye.