

## Transcript: Pearl

**Rojas-6440471661953024-4787791331901440**

### Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, hi, Pearl. My name is Vijay. Spelled as V-I-J-A-Y, first initial A as in Alpha. Calling from the doctor's office. I do have a CPT code with me. Need to check if they require any authorization on that code. Could you please help me with that? Um, okay. So you need to see if a member needs prior authorization for a proc- a procedure? Yes. Okay. Do you know the name of the insurance carrier? Uh... Or what's name of the member? Uh... That's fine. Uh, Texas. It's MultiPlan, I think, so... Okay. What's the name of the member? Uh, uh, name of the member, it's Corey Smith. Tory with a T or with a C like that? C- No, C. C like that. C-O-R-E-Y... C-O-R-E-Y? Yeah. Okay. Date of birth? Uh, April 29th and four... of 1984. And Pearl, uh, just I must forget to tell you that this call has been recorded for quality improvement purposes. Thank you for that. Okay. All righty. Um... Mm-hmm. Okay. The... Would you be able to a- to verify his address to make sure I have it the, the right account? I have two accounts with that name and date of birth. Oh, sure. Just a moment. It is 1818 Grayson Mesquite, Texas, zip code 75181. Mm-hmm. Okay. So neither of the accounts have that address. Um, would you happen to have his phone number? Yes. It is 214-815-5505. Okay. So this is account... This member does have active coverage but it's preventative health only. Sorry? The coverage the member has is preventative health only. Uh, preventive health, you said? Yes. Uh, uh, so it does not have any, I mean, medical account? I mean, medical benefits open? No, sir. Okay. So we can't check it, right? I can, I can transfer you over to the insurance carrier but if it's not a preventative service, it, um, he has no coverage. Yeah. Actually, I need to check for the medical codes on the medical surgery. Of course. Uh, the... Yeah. This plan definitely doesn't have coverage for, for surgery. Oh. So this plan doesn't have coverage for the surgeries, right? No, sir. Got it. Thank you. And could you please spell your name for the records? P-E-A-R-L. Sorry? P-E-A-R-L, last initial R. Oh. P-E-A-R-L, last initial R. Pearl, and the, uh, call reference number for this call would be? So it's gonna be my first name, my last initial, 01-2925. Got it. Uh, so basically this number is active but it's only for preventive health, and, uh, the... I mean this patient doesn't have coverage for any outpatient surgeries, right? Correct. Got it. That's it for today then. Thank you. You have a wonderful day ahead. You as well. Take care. Bye-bye.

### Conversation Format

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_1: Uh, hi, Pearl. My name is Vijay. Spelled as V-I-J-A-Y, first initial A as in Alpha. Calling from the doctor's office. I do have a CPT code with me. Need to check if they require any authorization on that code. Could you please help me with that?

Speaker speaker\_0: Um, okay. So you need to see if a member needs prior authorization for a proc- a procedure?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Do you know the name of the insurance carrier?

Speaker speaker\_1: Uh...

Speaker speaker\_0: Or what's name of the member?

Speaker speaker\_1: Uh...

Speaker speaker\_0: That's fine.

Speaker speaker\_1: Uh, Texas. It's MultiPlan, I think, so...

Speaker speaker\_0: Okay. What's the name of the member?

Speaker speaker\_1: Uh, uh, name of the member, it's Corey Smith.

Speaker speaker\_0: Tory with a T or with a C like that?

Speaker speaker\_1: C- No, C. C like that.

Speaker speaker\_0: C-O-R-E-Y... C-O-R-E-Y?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Date of birth?

Speaker speaker\_1: Uh, April 29th and four... of 1984. And Pearl, uh, just I must forget to tell you that this call has been recorded for quality improvement purposes. Thank you for that.

Speaker speaker\_0: Okay. All righty. Um... Mm-hmm. Okay. The... Would you be able to a- to verify his address to make sure I have it the, the right account? I have two accounts with that name and date of birth.

Speaker speaker\_1: Oh, sure. Just a moment. It is 1818 Grayson Mesquite, Texas, zip code 75181.

Speaker speaker\_0: Mm-hmm. Okay. So neither of the accounts have that address. Um, would you happen to have his phone number?

Speaker speaker\_1: Yes. It is 214-815-5505.

Speaker speaker\_0: Okay. So this is account... This member does have active coverage but it's preventative health only.

Speaker speaker\_1: Sorry?

Speaker speaker\_0: The coverage the member has is preventative health only.

Speaker speaker\_1: Uh, preventive health, you said?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Uh, uh, so it does not have any, I mean, medical account? I mean, medical benefits open?

Speaker speaker\_0: No, sir.

Speaker speaker\_1: Okay. So we can't check it, right?

Speaker speaker\_0: I can, I can transfer you over to the insurance carrier but if it's not a preventative service, it, um, he has no coverage.

Speaker speaker\_1: Yeah. Actually, I need to check for the medical codes on the medical surgery. Of course.

Speaker speaker\_0: Uh, the... Yeah. This plan definitely doesn't have coverage for, for surgery.

Speaker speaker\_1: Oh. So this plan doesn't have coverage for the surgeries, right?

Speaker speaker\_0: No, sir.

Speaker speaker\_1: Got it. Thank you. And could you please spell your name for the records?

Speaker speaker\_0: P-E-A-R-L.

Speaker speaker\_1: Sorry?

Speaker speaker\_0: P-E-A-R-L, last initial R.

Speaker speaker\_1: Oh. P-E-A-R-L, last initial R. Pearl, and the, uh, call reference number for this call would be?

Speaker speaker\_0: So it's gonna be my first name, my last initial, 01-2925.

Speaker speaker\_1: Got it. Uh, so basically this number is active but it's only for preventive health, and, uh, the... I mean this patient doesn't have coverage for any outpatient surgeries, right?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Got it. That's it for today then. Thank you. You have a wonderful day ahead.

Speaker speaker\_0: You as well.

Speaker speaker\_1: Take care. Bye-bye.