

## Transcript: VICTORIA

**Taylor-4936410542555136-4716062312153088**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? I need you to check eligibility on a patient. Okay. Um, do you have the last four of their Social? I do. All right. Uh, let me get through. Okay, it's 3829. And their first and last name? Queena Jones. Hm? How do you spell their first name? Q-U-E-E-N-A. Oh. And do you happen to have their date of birth? Yes, it's 9-25-2000. Okay. I have a couple different files for them. What is their address? Okay, let me get out of the insurance. Um, it's 300 Regency Road, Apartment A4, Spartanburg. Okay. Let's see. I'm sorry, what's your name and the name of the provider's office you're with? My name is Connor and I'm calling from Center for Family Medicine. Okay. So, it does look like they have an active policy with 90 Degree Benefits. Um, it's a preventative medical plan, so it- it covers things like yearly physicals, vaccinations and preventative screenings. What about just a- off- like a checkup, a office visit? Mm-mm. Uh, I- I don't believe... If it's for a non-preventative reason, there's not gonna be coverage for that. Um, it- it typically just covers like, the yearly physicals, vaccinations and preventative screenings. This is like, to get established so, um, I don't really... I don't know if that would classify... Yeah, I'm not too sure either. We're just the benefits administrators, so we're not the actual insurance company. If you'd like to verify with the carrier, I can give you their phone number. Yeah, do that for me. I'll call them. Okay. So again, it's, uh, 90 Degree Benefits. And then their phone number is 800-833- Hang on. 8-8-3-3. Okay. Uh-huh. And then 4296. Okay. And you just wanna make sure to hit option one on the, uh, prompt system. Alrighty. Thank you so much. You're welcome. Have a good day. You too. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: I need you to check eligibility on a patient.

Speaker speaker\_0: Okay. Um, do you have the last four of their Social?

Speaker speaker\_1: I do.

Speaker speaker\_0: All right.

Speaker speaker\_1: Uh, let me get through. Okay, it's 3829.

Speaker speaker\_0: And their first and last name?

Speaker speaker\_1: Queena Jones.

Speaker speaker\_0: Hm? How do you spell their first name?

Speaker speaker\_1: Q-U-E-E-N-A.

Speaker speaker\_0: Oh. And do you happen to have their date of birth?

Speaker speaker\_1: Yes, it's 9-25-2000.

Speaker speaker\_0: Okay. I have a couple different files for them. What is their address?

Speaker speaker\_1: Okay, let me get out of the insurance. Um, it's 300 Regency Road, Apartment A4, Spartanburg.

Speaker speaker\_0: Okay. Let's see. I'm sorry, what's your name and the name of the provider's office you're with?

Speaker speaker\_1: My name is Connor and I'm calling from Center for Family Medicine.

Speaker speaker\_0: Okay. So, it does look like they have an active policy with 90 Degree Benefits. Um, it's a preventative medical plan, so it- it covers things like yearly physicals, vaccinations and preventative screenings.

Speaker speaker\_1: What about just a- off- like a checkup, a office visit?

Speaker speaker\_0: Mm-mm. Uh, I- I don't believe... If it's for a non-preventative reason, there's not gonna be coverage for that. Um, it- it typically just covers like, the yearly physicals, vaccinations and preventative screenings.

Speaker speaker\_1: This is like, to get established so, um, I don't really... I don't know if that would classify...

Speaker speaker\_0: Yeah, I'm not too sure either. We're just the benefits administrators, so we're not the actual insurance company. If you'd like to verify with the carrier, I can give you their phone number.

Speaker speaker\_1: Yeah, do that for me. I'll call them.

Speaker speaker\_0: Okay. So again, it's, uh, 90 Degree Benefits. And then their phone number is 800-833-

Speaker speaker\_2: Hang on. 8-8-3-3. Okay.

Speaker speaker\_0: Uh-huh. And then 4296.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And you just wanna make sure to hit option one on the, uh, prompt system.

Speaker speaker\_1: Alrighty. Thank you so much.

Speaker speaker\_0: You're welcome. Have a good day.

Speaker speaker\_1: You too. Bye-bye.