

Transcript: VICTORIA

Taylor-4992683621793792-5421044617756672

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hi, this is John, calling on the provider's looking for the claim status. Okay. What's the name of the provider's office you work for? Temple University Hospital. Temple University Hospital? Yes. Okay. Do you have the last four digits of the patient's social? Yes. Okay. What is it? 6811. Their first and last name? Caroline Pink- Pinkney. Caroline Pinkney? Yes. Okay. Would you be able to verify their address and date of birth? The address is 1008 East Howell Street, Philadelphia, PA, 19149. The date of birth is 10/17/1967. Okay. And what is the date of service? The date of service is one moment, let me... The date of service is 9/13/2023 with the billed amount is \$30, three zero. Okay. So 9/13/2023? Mm-hmm. Okay. So I see that they did have active coverage during that time. Now as far as the actual, uh, claim status, you'll have to reach out to the, uh, insurance carrier. Was it a preventative or non-preventative visit? Mm-hmm. What is it? Was the visit preventative or non-preventative? Preventative. Preventative? Mm-hmm. It was? Yes. Okay. So in that case, you would need to reach out to the insurance carrier, 90 Degree Benefits, and I can give you their, uh, phone number. Okay. Okay. So their phone number is 833-4296. I have called on the same number only. Did you hit option one on the prompt system? Yes. Okay. So if you hit option one, it's a... It should go to them directly. If you do not, it will come to us.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker_2: Hi, this is John, calling on the provider's looking for the claim status.

Speaker speaker_1: Okay. What's the name of the provider's office you work for?

Speaker speaker_2: Temple University Hospital.

Speaker speaker_1: Temple University Hospital?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Do you have the last four digits of the patient's social?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. What is it?

Speaker speaker_2: 6811.

Speaker speaker_1: Their first and last name?

Speaker speaker_2: Caroline Pink- Pinkney.

Speaker speaker_1: Caroline Pinkney?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Would you be able to verify their address and date of birth?

Speaker speaker_2: The address is 1008 East Howell Street, Philadelphia, PA, 19149. The date of birth is 10/17/1967.

Speaker speaker_1: Okay. And what is the date of service?

Speaker speaker_2: The date of service is one moment, let me... The date of service is 9/13/2023 with the billed amount is \$30, three zero.

Speaker speaker_1: Okay. So 9/13/2023?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. So I see that they did have active coverage during that time. Now as far as the actual, uh, claim status, you'll have to reach out to the, uh, insurance carrier. Was it a preventative or non-preventative visit?

Speaker speaker_2: Mm-hmm. What is it?

Speaker speaker_1: Was the visit preventative or non-preventative?

Speaker speaker_2: Preventative.

Speaker speaker_1: Preventative?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: It was?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So in that case, you would need to reach out to the insurance carrier, 90 Degree Benefits, and I can give you their, uh, phone number.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. So their phone number is 833-4296.

Speaker speaker_2: I have called on the same number only.

Speaker speaker_1: Did you hit option one on the prompt system?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So if you hit option one, it's a... It should go to them directly. If you do not, it will come to us.