Transcript: VICTORIA Taylor-6612990258626560-4513561087098880

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria. How may I help you? Uh, yes, uh, my name is Amanda. I'm with a, a doctor's office. I have got a patient here with me, and they have gave me their new insurance card, and I just need to verify the benefits. Okay. Um, do you have the last four of their Social? Um, let's see. 1233. Okay. And their first and last name? Alexis Ramirez-Garcia. Would you be able to verify their address and date of birth? Address is 944 County Road 479 in Abbeville, Alabama 35951, and phone number at 353-8708. I'm sorry, what is their date of birth? Uh, date of birth, da-da-da-da-da, 08/08/2005. Okay. And you said your name is Amanda. What's the name of the doctor's office you're with? It's Crossville Family Care. Crossville? Yes. Okay, so just to make sure I got that right, C-R-O-S-S-V-I-L-L-E? Yes, that's it. Okay, and then Family Care. All right, so it looks like they are currently enrolled into a preventative medical plan that is with 90 Degree Benefits, and it is, uh, currently active. Okay. When we go to bill, what do we need to have in as their policy number? Um, let me pull up their ID card. We're just the benefits administrators, so I'm not too sure, but let me see if I can find. Okay. Do, do you not have the ID card? I do, I have it, and when I put it in on our system, it just tells us it's a error. That's the reason why I was calling to, um, to verify the benefits and then to make sure that I've got the right, the correct information, so that way we can get it billed. Okay, give me just a few seconds. I'm trying to pull it up on my end. Okay. To my knowledge, it would be the employee ID. Well, that's what I, that's what I thought. And then the group number would be the 9476. Hmm. Yeah, I mean, you can... I, I mean, that's the only information I see on there. If you want, I mean, you can reach out to the actual insurance carrier, um, and see if there's anything else that they, that you can put in there. But to my knowledge, that's what you would use. Okay, that will work then. Do you need their phone number? Uh, yes. Okay. Uh, their phone number is 800-833-4296, option one. Okay. All right, thank you. You're welcome. Have a wonderful day. All right, you too. Mm. Thank you for calling.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card, this is Victoria. How may I help you?

Speaker speaker_1: Uh, yes, uh, my name is Amanda. I'm with a, a doctor's office. I have got a patient here with me, and they have gave me their new insurance card, and I just need to verify the benefits.

Speaker speaker_0: Okay. Um, do you have the last four of their Social?

Speaker speaker_1: Um, let's see. 1233.

Speaker speaker_0: Okay. And their first and last name?

Speaker speaker_1: Alexis Ramirez-Garcia.

Speaker speaker_0: Would you be able to verify their address and date of birth?

Speaker speaker_1: Address is 944 County Road 479 in Abbeville, Alabama 35951, and phone number at 353-8708.

Speaker speaker_0: I'm sorry, what is their date of birth?

Speaker speaker_1: Uh, date of birth, da-da-da-da-da, 08/08/2005.

Speaker speaker_0: Okay. And you said your name is Amanda. What's the name of the doctor's office you're with?

Speaker speaker_1: It's Crossville Family Care.

Speaker speaker_0: Crossville?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so just to make sure I got that right, C-R-O-S-S-V-I-L-L-E?

Speaker speaker_1: Yes, that's it.

Speaker speaker_0: Okay, and then Family Care. All right, so it looks like they are currently enrolled into a preventative medical plan that is with 90 Degree Benefits, and it is, uh, currently active.

Speaker speaker_1: Okay. When we go to bill, what do we need to have in as their policy number?

Speaker speaker_0: Um, let me pull up their ID card. We're just the benefits administrators, so I'm not too sure, but let me see if I can find.

Speaker speaker_1: Okay.

Speaker speaker_0: Do, do you not have the ID card?

Speaker speaker_1: I do, I have it, and when I put it in on our system, it just tells us it's a error. That's the reason why I was calling to, um, to verify the benefits and then to make sure that I've got the right, the correct information, so that way we can get it billed.

Speaker speaker_0: Okay, give me just a few seconds. I'm trying to pull it up on my end.

Speaker speaker_1: Okay.

Speaker speaker_0: To my knowledge, it would be the employee ID.

Speaker speaker_1: Well, that's what I, that's what I thought. And then the group number would be the 9476.

Speaker speaker_0: Hmm. Yeah, I mean, you can... I, I mean, that's the only information I see on there. If you want, I mean, you can reach out to the actual insurance carrier, um, and see if there's anything else that they, that you can put in there. But to my knowledge, that's what you would use.

Speaker speaker_1: Okay, that will work then.

Speaker speaker_0: Do you need their phone number?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Okay. Uh, their phone number is 800-833-4296, option one.

Speaker speaker_1: Okay. All right, thank you.

Speaker speaker_0: You're welcome. Have a wonderful day.

Speaker speaker_1: All right, you too. Mm.

Speaker speaker_0: Thank you for calling.