

CareIG Specialty Pharmacy — Call Log / Transcript

CASE_ID : Vasquez_03151971
Date : 04/02/2026
Time : 10:08 AM
Duration : 00:22:14
Call Type : Outbound — Benefits Verification
Staff : Priya Nair (Benefits Verification Specialist — INT-001)
Number Dialed : (800) 555-2940 [Aetna Provider Services]
Outcome : BV Complete — all required fields obtained
Call Ref # : AET-BV-20260402-884471
Aetna Rep : Marcus T. (Provider BV Specialist, Rep ID #47293)

[10:08:02] — Call connected to Aetna Provider Services automated system.

AETNA IVR:

"Thank you for calling Aetna Provider Services. For eligibility and benefits, press 1. For claims, press 2. For prior authorization, press 3."

[10:08:09] — Priya presses 1.

AETNA IVR:

"For eligibility and benefits, please enter your provider NPI, followed by the pound sign."

[10:08:13] — NPI 1234567893 entered.

AETNA IVR:

"Thank you. Please enter the member's ID number, followed by the pound sign."

[10:08:18] — Member ID AET847392018 entered.

AETNA IVR:

"Thank you. Please hold while we connect you with a representative."

[10:08:22] — On hold. Hold music. Approx. 4 minutes 30 seconds.

AETNA REP (JESSICA):

"Thank you for holding. This is Jessica with Aetna Provider Services. I have NPI 1234567893 and member ID AET847392018 pulled up. Can I get the member's date of birth to verify?"

PRIYA NAIR (CareIG BVS):

"Yes, date of birth is March 15th, 1971."

AETNA REP (JESSICA):

"And the member's name?"

PRIYA NAIR (CareIG BVS):

"Maria Elena Vasquez."

AETNA REP (JESSICA):

"Thank you. I'm showing Maria Elena Vasquez, date of birth 03/15/1971, active on an Aetna PPO plan. What can I help you with today?"

PRIYA NAIR (CareIG BVS):

"Hi Jessica, this is Priya Nair calling from CareIG Specialty Pharmacy. We have a referral for home IVIG infusion therapy and I need to do a full benefits verification."

I'll need to go through a few questions – is that something you can help with, or do I need to be transferred to a BV specialist?"

AETNA REP (JESSICA):

"For detailed benefits verification on specialty infusion, I'll need to transfer you to our provider benefits team. It may be a short hold – can I transfer you now?"

PRIYA NAIR (CareIG BVS):

"Yes, please go ahead."

[10:13:47] – Transferred. Hold music. Approx. 2 minutes 10 seconds.

AETNA BV SPECIALIST (MARCUS):

"Aetna Provider Benefits, this is Marcus. I have the member pulled up – Vasquez, 03/15/1971, PPO plan. What are you looking to verify today?"

PRIYA NAIR (CareIG BVS):

"Hi Marcus, Priya Nair from CareIG Specialty Pharmacy, NPI 1234567893. I have a referral for Maria Elena Vasquez for home IVIG infusion. I need to do a complete benefits verification – coverage, PA requirements, network status, deductible, out-of-pocket, the works."

AETNA BV SPECIALIST (MARCUS):

"Sure, I can walk through all of that. Go ahead."

PRIYA NAIR (CareIG BVS):

"Great. First – does this plan cover home infusion therapy?"

AETNA BV SPECIALIST (MARCUS):

"Yes, home infusion is covered under the medical benefit on this plan."

PRIYA NAIR (CareIG BVS):

"And to confirm – IVIG is under the medical benefit, not pharmacy?"

AETNA BV SPECIALIST (MARCUS):

"That's correct, IVIG falls under the medical benefit for this member."

PRIYA NAIR (CareIG BVS):

"Thank you. Is prior authorization required for IVIG home infusion?"

AETNA BV SPECIALIST (MARCUS):

"Yes, prior authorization is required. You'll need to submit the PA request before the date of service."

PRIYA NAIR (CareIG BVS):

"Okay. And what's the phone number and email for PA submissions for this plan?"

AETNA BV SPECIALIST (MARCUS):

"PA submissions for this plan go to our specialty PA team. The phone number is (800) 555-7221, and the email submission address is pa@aetna.com."

PRIYA NAIR (CareIG BVS):

"Got it. Is CareIG Specialty Pharmacy – NPI 1234567893 – in-network for this member's plan?"

AETNA BV SPECIALIST (MARCUS):

"Let me check that. One moment."

[10:18:04] – Brief hold, approx. 45 seconds.

AETNA BV SPECIALIST (MARCUS):

"Yes, I'm showing NPI 1234567893 as in-network for this member's Aetna PPO plan."

PRIYA NAIR (CareIG BVS):

"Perfect. Is a specific specialty pharmacy required for the drug dispensing, or can CareIG dispense directly?"

AETNA BV SPECIALIST (MARCUS):

"No specialty pharmacy requirement on this plan – you're good to dispense through your pharmacy."

PRIYA NAIR (CareIG BVS):

"Understood. Now for the cost-sharing – what's the individual deductible, and how much has been met year-to-date?"

AETNA BV SPECIALIST (MARCUS):

"Individual deductible is \$1,500 for the calendar year. Year-to-date, the member has met \$750."

PRIYA NAIR (CareIG BVS):

"And the out-of-pocket maximum?"

AETNA BV SPECIALIST (MARCUS):

"Out-of-pocket max is \$5,000 individual. Same amount met year-to-date – \$750."

PRIYA NAIR (CareIG BVS):

"What's the coinsurance percentage after the deductible is met, and is there a per-visit copay?"

AETNA BV SPECIALIST (MARCUS):

"Coinsurance is 20% after deductible. No per-visit copay for infusion under this plan – just the coinsurance."

PRIYA NAIR (CareIG BVS):

"Great. What's the coverage effective date and term date for this plan?"

AETNA BV SPECIALIST (MARCUS):

"Coverage effective January 1st, 2026, through December 31st, 2026."

PRIYA NAIR (CareIG BVS):

"And the plan year – calendar year?"

AETNA BV SPECIALIST (MARCUS):

"Yes, calendar year, January through December."

PRIYA NAIR (CareIG BVS):

"One more – what's the nursing code preference for home infusion? Specifically, does the plan prefer 99600 or G0153?"

AETNA BV SPECIALIST (MARCUS):

"For this plan, we follow standard CPT – so 99600 and 99603 for extended infusion time. We don't use G0153 on commercial plans."

PRIYA NAIR (CareIG BVS):

"Perfect, that's consistent with what we have on file. Last thing – can I get a reference number for this call?"

AETNA BV SPECIALIST (MARCUS):

"Sure. Your call reference number is AET-BV-20260402-884471. Is there anything else I can help you with today?"

PRIYA NAIR (CareIG BVS):

"I think that covers everything. Thank you, Marcus, I really appreciate your time."

AETNA BV SPECIALIST (MARCUS):

"Of course. Have a good day."

[10:30:16] – Call terminated.