

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits In a Card. This is Chris. How can I help you today? Hi. My name is Janice. I'm calling from a dental office, and I am... I received an EOB yesterday, and I didn't u-understand what Benefits In a Card was. This letter I received just says, "We are awaiting information to confirm eligibility from Benefits In a Card." Um. So- Okay. ... is that an insurance company, or- Yeah. S- I'm- I'm from- ... yeah. ... a dental office. So. Y- you're- you're fine. So, um, Benefits In a Card, we are the enrollment administrator for your patient's- Mm-hmm. ... place of employment. Um. Okay. We're the ones that got them enrolled into their actual dental insurance plan. All right. The dental insurance plan is going to be through a company called American Public Life. All that- Mm-hmm. ... EOB is really stating is that A- m- uh... that APL is just double-checking to make sure the member had coverage on the date of service, which- Oh. Okay. ... is in case there was a deduction out of their paycheck the week prior. Okay. And are you able to... Will we re- receive notification if- if it's not paid, or- Y- yeah. That should come fr- ... should they send an updated EOB? Or... That should come from APL. Anything claims-related or EOB-related is going to come from them. Unfortunately, we're just not involved in that process at all. Okay. Um. Okay. The- the only thing I can- Mm-hmm. ... do is double-check our files to see if the member had, uh, active coverage on the date of service. But then anything further to the claim would need to be rela- uh... would need to be asked of APL. You'd have to get in contact- Okay. ... with them for that. For you to check that, uh, what would you need? Um, the policy number- Uh, the patient's n- ... or... Uh, unfortunately, policy number is not going to work for us, because it's- Mm-hmm. ... because that's the, uh, carrier's system stuff. That wouldn't- Okay. ... that wouldn't correspond to anything on our side. Okay. Uh, what I would need is their first and last name and their date of birth. Okay. Um, if you don't mind checking, the first and last name is James Saxon, and date of birth is November 22nd, 1995. Okay. And what was the date of service? It was on December the 19th of 2024. Okay. I do show that he did have active dental coverage that day, so yes, sh- there should be no issue with the claim itself. However, again- Okay. ... any questions should be directed to American Public Life. Um, if you need their phone number, if it's not on the EOB for some reason, I can- No, it's on the EOB. I just wanted- wanted clarification, uh, for what this was because it was different. So since he had be- had, um, the benefits available, that they will send a separate payment, then? Uh, that I'm not sure. 'Cause again, that's- that's all going to be through APL. We're not- Okay. ... privy to that. Well, I'll give them- Yeah. ... a call then. Yeah. It's just- Okay. ... unfortunately a completely different company, so we're not privy to that. I understand. Okay. Well, thank you for your help. No problem. Thanks for calling and have a good day. Okay. You too. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits In a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hi. My name is Janice. I'm calling from a dental office, and I am... I received an EOB yesterday, and I didn't u-understand what Benefits In a Card was. This letter I received just says, "We are awaiting information to confirm eligibility from Benefits In a Card." Um. So-

Speaker speaker_1: Okay.

Speaker speaker_2: ... is that an insurance company, or-

Speaker speaker_1: Yeah. S-

Speaker speaker_2: I'm- I'm from-

Speaker speaker_1: ... yeah.

Speaker speaker_2: ... a dental office. So.

Speaker speaker_1: Y- you're- you're fine. So, um, Benefits In a Card, we are the enrollment administrator for your patient's-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... place of employment. Um.

Speaker speaker_2: Okay.

Speaker speaker_1: We're the ones that got them enrolled into their actual dental insurance plan.

Speaker speaker_2: All right.

Speaker speaker_1: The dental insurance plan is going to be through a company called American Public Life. All that-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... EOB is really stating is that A- m- uh... that APL is just double-checking to make sure the member had coverage on the date of service, which-

Speaker speaker_2: Oh. Okay.

Speaker speaker_1: ... is

Speaker speaker_3: in case there was a deduction out of their paycheck the week prior.

Speaker speaker_2: Okay. And are you able to... Will we re- receive notification if- if it's not paid, or-

Speaker speaker_1: Y- yeah. That should come fr-

Speaker speaker_2: ... should they send an updated EOB? Or...

Speaker speaker_1: That should come from APL. Anything claims-related or EOB-related is going to come from them. Unfortunately, we're just not involved in that process at all.

Speaker speaker_2: Okay.

Speaker speaker_1: Um.

Speaker speaker_2: Okay.

Speaker speaker_1: The- the only thing I can-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... do is double-check our files to see if the member had, uh, active coverage on the date of service. But then anything further to the claim would need to be rela- uh... would need to be asked of APL. You'd have to get in contact-

Speaker speaker_2: Okay.

Speaker speaker_1: ... with them for that.

Speaker speaker_2: For you to check that, uh, what would you need? Um, the policy number-

Speaker speaker_1: Uh, the patient's n-

Speaker speaker_2: ... or...

Speaker speaker_1: Uh, unfortunately, policy number is not going to work for us, because it's-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... because that's the, uh, carrier's system stuff. That wouldn't-

Speaker speaker_2: Okay.

Speaker speaker_1: ... that wouldn't correspond to anything on our side.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, what I would need is their first and last name and their date of birth.

Speaker speaker_2: Okay. Um, if you don't mind checking, the first and last name is James Saxon, and date of birth is November 22nd, 1995.

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

Speaker speaker_2: It was on December the 19th of 2024.

Speaker speaker_1: Okay. I do show that he did have active dental coverage that day, so yes, sh- there should be no issue with the claim itself. However, again-

Speaker speaker_2: Okay.

Speaker speaker_1: ... any questions should be directed to American Public Life. Um, if you need their phone number, if it's not on the EOB for some reason, I can-

Speaker speaker_2: No, it's on the EOB. I just wanted- wanted clarification, uh, for what this was because it was different. So since he had be- had, um, the benefits available, that they will send a separate payment, then?

Speaker speaker_1: Uh, that I'm not sure. 'Cause again, that's- that's all going to be through APL. We're not-

Speaker speaker_2: Okay.

Speaker speaker_1: ... privy to that.

Speaker speaker_2: Well, I'll give them-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... a call then.

Speaker speaker_1: Yeah. It's just-

Speaker speaker_2: Okay.

Speaker speaker_1: ... unfortunately a completely different company, so we're not privy to that.

Speaker speaker_2: I understand. Okay. Well, thank you for your help.

Speaker speaker_1: No problem. Thanks for calling and have a good day.

Speaker speaker_2: Okay. You too. Bye-bye.

Speaker speaker_1: Bye.