

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 on a Card. This is Chris. How can I help you today? Hi Chris. So, um, my name is Lauren McMahon. I'm at the dentist right now and they came out and they're like, "We got the weirdest thing back that says we are awaiting information to confirm eligibility from Benefits in a Card. Upon receipt of this information, we will continue processing your claim. If you have any questions call..." The number I just called. Okay. So, that sounds like it's American Public Life just verifying that your coverage is active before they can proceed with the claim, um, which is everything that they need to do on their side to be able to move forward with that claim. Um... Okay. There's... Un- unfortunately, given that it's related to claims, like claim status and everything like that, there's not much that I can do, um, just because we're, we're only the enrollment admin for your employer. We, we don't handle the claims. That's American Public Life does. Um, I could give you their phone number or, uh, you could... Either you can call them or the dentist can call them to see what exactly is going on with the claim. Um, that's kind of unfortunately, at this time, the only thing I'd really be able to do. Okay. I think I see their phone number on the top of this, like, giant bill the dentist has handed me. So, you're right. I will call them first and then go to there. Like, track it backwards from there. All right. Anything else for right now? No. Thank you. Have a good day. All right. Thanks again for calling and have a wonderful day. You too. 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 on a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hi Chris. So, um, my name is Lauren McMahon. I'm at the dentist right now and they came out and they're like, "We got the weirdest thing back that says we are awaiting information to confirm eligibility from Benefits in a Card. Upon receipt of this information, we will continue processing your claim. If you have any questions call..." The number I just called.

Speaker speaker_1: Okay. So, that sounds like it's American Public Life just verifying that your coverage is active before they can proceed with the claim, um, which is everything that they need to do on their side to be able to move forward with that claim. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: There's... Un- unfortunately, given that it's related to claims, like claim status and everything like that, there's not much that I can do, um, just because we're, we're only the enrollment admin for your employer. We, we don't handle the claims. That's American Public Life does. Um, I could give you their phone number or, uh, you could... Either you can call them or the dentist can call them to see what exactly is going on with the claim. Um, that's kind of unfortunately, at this time, the only thing I'd really be able to do.

Speaker speaker_2: Okay. I think I see their phone number on the top of this, like, giant bill the dentist has handed me. So, you're right. I will call them first and then go to there. Like, track it backwards from there.

Speaker speaker_1: All right. Anything else for right now?

Speaker speaker_2: No. Thank you. Have a good day.

Speaker speaker_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_2: You too. Bye.