

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yes, Francesca. I'm calling in for a claim, claims benefits. Could you maybe please have your first name and provider's office that you're currently calling it? Annette, and it's Edgefield County Healthcare. You said Edgefield County Healthcare, right? Edgefield. E-D-G-E-F-I-E-L-D. And what is the first and last name of the patient? Lucas Jones. L-U-C-A-S J-O-H-N? J-O-N-E-S. Mm-hmm. Can I have his date of birth? 12/26/'98. Let's see. All righty. Now was this for medical, dental or vision? Medical. And what date of service was it for? 11/16/ of '24. Mm-hmm. Okay. So during that time he was a- active in benefits with two different carriers, American Public Life for hospital indemnity and 90 Degree for preventative. Would you like both their phone numbers or by any chance are either of those names on your claim information? Well, no. We just have this, um, name on the claim. What type of service was it for? Emergency room. Okay. So that emergency room is going to fall under hospital indemnity services. Mm-hmm. So that will be with APL, American Public Life. I can give you their phone number and then get you transferred over to them. Okay. That's fine. Yeah. But w- will we need to submit this claim to them or was this claim forwarded to APL? Okay. I believe I didn't infor- um, provide you all the information. So Benefits in a Card- Okay. ... is only the account administrators of the he- health coverage. The person that you need to speak in regards to any claims will be with the carrier themselves. So we don't have access to any of that information. So the best that I can do is get you transferred over to them so they can provide you the information you're looking for today. All right. Thank you. All right. Do you want their phone number before I get you transferred over? Yes. Okay. Their phone number is going to be 800-256-8606. 8-6-0-6? Yes, ma'am. Thank you. Of course. Let me go ahead and get you transferred over.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, Francesca. I'm calling in for a claim, claims benefits.

Speaker speaker_0: Could you maybe please have your first name and provider's office that you're currently calling it?

Speaker speaker_1: Annette, and it's Edgefield County Healthcare.

Speaker speaker_0: You said Edgefield County Healthcare, right?

Speaker speaker_1: Edgefield. E-D-G-E-F-I-E-L-D.

Speaker speaker_0: And what is the first and last name of the patient?

Speaker speaker_1: Lucas Jones.

Speaker speaker_0: L-U-C-A-S J-O-H-N?

Speaker speaker_1: J-O-N-E-S.

Speaker speaker_0: Mm-hmm. Can I have his date of birth?

Speaker speaker_1: 12/26/'98.

Speaker speaker_0: Let's see. All righty. Now was this for medical, dental or vision?

Speaker speaker_1: Medical.

Speaker speaker_0: And what date of service was it for?

Speaker speaker_1: 11/16/ of '24.

Speaker speaker_0: Mm-hmm. Okay. So during that time he was a- active in benefits with two different carriers, American Public Life for hospital indemnity and 90 Degree for preventative. Would you like both their phone numbers or by any chance are either of those names on your claim information?

Speaker speaker_1: Well, no. We just have this, um, name on the claim.

Speaker speaker_0: What type of service was it for?

Speaker speaker_1: Emergency room.

Speaker speaker_0: Okay. So that emergency room is going to fall under hospital indemnity services.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So that will be with APL, American Public Life. I can give you their phone number and then get you transferred over to them.

Speaker speaker_1: Okay. That's fine.

Speaker speaker_0: Yeah.

Speaker speaker_1: But w- will we need to submit this claim to them or was this claim forwarded to APL?

Speaker speaker_0: Okay. I believe I didn't infor- um, provide you all the information. So Benefits in a Card-

Speaker speaker_1: Okay.

Speaker speaker_0: ... is only the account administrators of the he- health coverage. The person that you need to speak in regards to any claims will be with the carrier themselves. So

we don't have access to any of that information. So the best that I can do is get you transferred over to them so they can provide you the information you're looking for today.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: All right. Do you want their phone number before I get you transferred over?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Their phone number is going to be 800-256-8606.

Speaker speaker_1: 8-6-0-6?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Thank you.

Speaker speaker_0: Of course. Let me go ahead and get you transferred over.