

## **Transcript: Francesca**

**Baez-5897022143938560-5372121624559616**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi, Miss Francesca. My name is Melissa. I'm calling from a dental office, um, trying to see if you can help me understand this Explanation of Benefits. So we are only the account administrator. You actually need to speak with the carrier to get an understanding of that. It is for a dental visit, right? Yes, it is. But on here it says, "If you have any questions, please call Benefits in at a Card." On this one it says that they're waiting on information to confirm eligibility from Benefits in a Card. But is that something that we deal with the insurance, or is it something that you guys need from us? No, ma'am. So the only reason our name is put in there that way is 'cause we're the in-between for the members as well as the staffing companies and the carriers. That's why they word it that way. But only the carriers- Oh, okay. ... will be able to explain that Explanation of Benefits due to the fact that we don't even have access to that. Gotcha. Okay, no worries. Thank you so much for your help. No problem. Do you want me to transfer you to them? It's American Public Life. That's the carrier. Yeah. Sure, please. Thank you. Of course. Bear with me one moment.

### **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. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Hi, Miss Francesca. My name is Melissa. I'm calling from a dental office, um, trying to see if you can help me understand this Explanation of Benefits.

Speaker speaker\_1: So we are only the account administrator. You actually need to speak with the carrier to get an understanding of that. It is for a dental visit, right?

Speaker speaker\_2: Yes, it is. But on here it says, "If you have any questions, please call Benefits in at a Card." On this one it says that they're waiting on information to confirm eligibility from Benefits in a Card. But is that something that we deal with the insurance, or is it something that you guys need from us?

Speaker speaker\_1: No, ma'am. So the only reason our name is put in there that way is 'cause we're the in-between for the members as well as the staffing companies and the carriers. That's why they word it that way. But only the carriers-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: ... will be able to explain that Explanation of Benefits due to the fact that we don't even have access to that.

Speaker speaker\_2: Gotcha. Okay, no worries. Thank you so much for your help.

Speaker speaker\_1: No problem. Do you want me to transfer you to them? It's American Public Life. That's the carrier.

Speaker speaker\_2: Yeah. Sure, please. Thank you.

Speaker speaker\_1: Of course. Bear with me one moment.