

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, this is Gail with Northeast Georgia Physicians Group and none of your, uh, IVR or options match, so I just selected, uh, this one. I need help, uh, to see if you, um, received a claim. Do you remember if you submitted it to IMA 90 Degree or American Public Life APL? Um, hold on one second. This went to... Benefit in a card at PO Box 21704, Eagan, Minnesota, 55121. I'll have to take a look in the account for the member to see if that is the carrier's, because Benefits in a Card is the administrator. So if you did, in fact, send it to us, you sent it to the wrong place. But let's check the specific file of your member. What is our patient's first and last name, please? Valerie Blevins, B-L-E-V-I-N-S. Sighs B-L-E-V-I-N-S, right? Yes. Is this B as in boy or V as in vector? B as in boy, L, lima, E, elephant, V, vector, I, igloo, N, Nancy, S, sierra. You said the first name is Valerie, correct? Right. V-A-L-E-R-I-E. I have her ID number. So since we're not the actual carrier, we don't have anywhere in our systems for us to put those information, policy number, group number, and all those stuff. Our system doesn't have anywhere to take that. Okay. Who am I supposed to be calling, because this is the number on the back of the card? You're supposed to be calling the carrier, ma'am. Do you have the card in front of you? Uh, I will in about two seconds if you give me time. Okay. And do you know if she's a dependent on someone's policy? Because we don't have any file with that last and first name. Well, you may have it as employee Valerie H-O-R-N-U-N-G. Let's see. There we go. What's the date of birth? Um, hold on. 10/09/92. Yes, ma'am. That's exactly what I have here. So I found the account. Was this from medical services, dental, or vision? Uh, medical. And what was the day of service? Uh, 2/27/25. Billed them out with \$765. 2/27. Okay, so during that time, she was actually active with 90 Degree Benefits. Let me see if I still have access to the digital copy of her card. Sometimes they have that claim information there, and I can get you over to the carrier to confirm with them if that will be the right place to send your claim to. And who am I calling? You're calling Benefits in a Card. Um, to put it in more of a plainer way, we're basically the third party, the bridge between all of the members and their carriers companies. Due to the fact that we're always in middle communications, even you guys at doctor's offices are always informed that Benefits in a Card is the one that's awaiting eligibility for the claim submissions. Let's see. Yeah, I'm familiar with the TPA, but he told me to call, uh, this number, so you know. Okay. So I am seeing where you got that to send it to, from the one side on the back where it says Providers. I will recommend speaking with the carrier directly, which is 90 Degree, to make sure that they did receive it since we don't have access to that portion of it, and to make sure that that is in fact the address that they are supposed to send it to. I can give you their number. Okay. Do you have the 90, the 90 Degree Benefits telephone number? Yes, ma'am. I was just about to offer it to you. Oh, okay. Sorry. No, that's okay. Their phone number is 800-833-4296. Okay.

That's the number I just called. Okay. So then that will mean that you selected the incorrect prompt. Bear with me one moment. Okay. What prompt- what prompt am I supposed to select? One? I will have to actually go through the automated system to get you to the right prompt. Since we're not the providers, we usually don't have to do this. So I'm not sure which will be the correct prompt for you. But I can place you on hold and listen to it to see which one it will be. Okay. All right. Bear with me one moment. Thank you so much for holding. Yes, ma'am. Um, so yes, it seems that number one will also be the prompt that you guys will select when you guys call them in order to get a live agent. Okay. Can you transfer me or do I need to call back? I can get you transferred. Um, I do want to ask however, her plan is only preventative. If this is for a urgent care or emergency room visit, it's not going to be covered. Hold on one second. Let me, um... put the, I was, uh, add notes to another account I just got off the phone with here. Uh... See, this was, uh... Ah, come on, come on. It's not a preventative vi- I mean, she went to, uh, to the OBGYN with a medical issue. Okay. So, some of those services, depending on what tests she got done, might be covered under the carrier. All right, so I'll go ahead and get you transferred so that you can verify that with them. Okay. And then just hit number one when the automated system start asking you which prompt you want to select. After that, I believe is like, the elevator music and then a live agent will get with you. Okay. But this is only for preventative services? Yes, ma'am. So the plan that that patient had at that moment was only preventative and it did have a network requirement. Okay. Because this one was, like I said, a medical... Let me, I'll go ahead and talk to them. But this probably is denied because it's not a preventative service. Oh, no. It was a medical issue. Okay, let me go ahead... Oh. Let me go ahead and get you transferred over, um, so that you can go ahead and confirm that with them. I did- Okay. ... provide you their phone number already, correct? Yes. Oh, under- okay. Have a great day and enjoy your weekend. You too. Bye.

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, this is Gail with Northeast Georgia Physicians Group and none of your, uh, IVR or options match, so I just selected, uh, this one. I need help, uh, to see if you, um, received a claim.

Speaker speaker_0: Do you remember if you submitted it to IMA 90 Degree or American Public Life APL?

Speaker speaker_1: Um, hold on one second. This went to... Benefit in a card at PO Box 21704, Eagan, Minnesota, 55121.

Speaker speaker_0: I'll have to take a look in the account for the member to see if that is the carrier's, because Benefits in a Card is the administrator. So if you did, in fact, send it to us, you sent it to the wrong place. But let's check the specific file of your member. What is our patient's first and last name, please?

Speaker speaker_1: Valerie Blevins, B-L-E-V-I-N-S.

Speaker speaker_0: SighsB-L-E-V-I-N-S, right?

Speaker speaker_1: Yes.

Speaker speaker_0: Is this B as in boy or V as in vector?

Speaker speaker_1: B as in boy, L, lima, E, elephant, V, vector, I, igloo, N, Nancy, S, sierra.

Speaker speaker_0: You said the first name is Valerie, correct?

Speaker speaker_1: Right. V-A-L-E-R-I-E. I have her ID number.

Speaker speaker_0: So since we're not the actual carrier, we don't have anywhere in our systems for us to put those information, policy number, group number, and all those stuff. Our system doesn't have anywhere to take that.

Speaker speaker_1: Okay. Who am I supposed to be calling, because this is the number on the back of the card?

Speaker speaker_0: You're supposed to be calling the carrier, ma'am. Do you have the card in front of you?

Speaker speaker_1: Uh, I will in about two seconds if you give me time.

Speaker speaker_0: Okay. And do you know if she's a dependent on someone's policy? Because we don't have any file with that last and first name.

Speaker speaker_1: Well, you may have it as employee Valerie H-O-R-N-U-N-G.

Speaker speaker_0: Let's see. There we go. What's the date of birth?

Speaker speaker_1: Um, hold on. 10/09/92.

Speaker speaker_0: Yes, ma'am. That's exactly what I have here. So I found the account. Was this from medical services, dental, or vision?

Speaker speaker_1: Uh, medical.

Speaker speaker_0: And what was the day of service?

Speaker speaker_1: Uh, 2/27/25. Billed them out with \$765.

Speaker speaker_0: 2/27. Okay, so during that time, she was actually active with 90 Degree Benefits. Let me see if I still have access to the digital copy of her card. Sometimes they have that claim information there, and I can get you over to the carrier to confirm with them if that will be the right place to send your claim to.

Speaker speaker_1: And who am I calling?

Speaker speaker_0: You're calling Benefits in a Card. Um, to put it in more of a plainer way, we're basically the third party, the bridge between all of the members and their carriers companies. Due to the fact that we're always in middle communications, even you guys at doctor's offices are always informed that Benefits in a Card is the one that's awaiting eligibility for the claim submissions. Let's see.

Speaker speaker_1: Yeah, I'm familiar with the TPA, but he told me to call, uh, this number, so you know.

Speaker speaker_0: Okay. So I am seeing where you got that to send it to, from the one side on the back where it says Providers. I will recommend speaking with the carrier directly, which is 90 Degree, to make sure that they did receive it since we don't have access to that portion of it, and to make sure that that is in fact the address that they are supposed to send it to. I can give you their number.

Speaker speaker_1: Okay. Do you have the 90, the 90 Degree Benefits telephone number?

Speaker speaker_0: Yes, ma'am. I was just about to offer it to you.

Speaker speaker_1: Oh, okay. Sorry.

Speaker speaker_0: No, that's okay. Their phone number is 800-833-4296.

Speaker speaker_1: Okay. That's the number I just called.

Speaker speaker_0: Okay. So then that will mean that you selected the incorrect prompt. Bear with me one moment.

Speaker speaker_1: Okay. What prom- what prompt am I supposed to select? One?

Speaker speaker_0: I will have to actually go through the automated system to get you to the right prompt. Since we're not the providers, we usually don't have to do this. So I'm not sure which will be the correct prompt for you. But I can place you on hold and listen to it to see which one it will be.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Bear with me one moment. Thank you so much for holding.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Um, so yes, it seems that number one will also be the prompt that you guys will select when you guys call them in order to get a live agent.

Speaker speaker_1: Okay. Can you transfer me or do I need to call back?

Speaker speaker_0: I can get you transferred. Um, I do want to ask however, her plan is only preventative. If this is for a urgent care or emergency room visit, it's not going to be covered.

Speaker speaker_1: Hold on one second. Let me, um... put the, I was, uh, add notes to another account I just got off the phone with here. Uh... See, this was, uh... Ah, come on, come on. It's not a preventative vi- I mean, she went to, uh, to the OBGYN with a medical issue.

Speaker speaker_0: Okay. So, some of those services, depending on what tests she got done, might be covered under the carrier. All right, so I'll go ahead and get you transferred so that you can verify that with them.

Speaker speaker_1: Okay.

Speaker speaker_0: And then just hit number one when the automated system start asking you which prompt you want to select. After that, I believe is like, the elevator music and then a live agent will get with you.

Speaker speaker_1: Okay. But this is only for preventative services?

Speaker speaker_0: Yes, ma'am. So the plan that that patient had at that moment was only preventative and it did have a network requirement.

Speaker speaker_1: Okay. Because this one was, like I said, a medical... Let me, I'll go ahead and talk to them. But this probably is denied because it's not a preventative service.

Speaker speaker_0: Oh, no.

Speaker speaker_1: It was a medical issue.

Speaker speaker_0: Okay, let me go ahead... Oh. Let me go ahead and get you transferred over, um, so that you can go ahead and confirm that with them. I did-

Speaker speaker_1: Okay.

Speaker speaker_0: ... provide you their phone number already, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Oh, under- okay. Have a great day and enjoy your weekend.

Speaker speaker_1: You too. Bye.