

Transcript: Justin

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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 Justin, how can I help you today? Hey, Justin. I have, I have a question. Um, I got American Public Life through Benefits in a Card. Okay. And, um, I tried to make an appointment, but what is it, I need to know what it's listed under, 'cause it wouldn't let me set up the appointment. Would that, would I tell them I have Benefits in a Card? Um, no, you would tell them the insurance carrier's American Public Life. Um, however, are you going to a- Okay. Sorry, go ahead. Are you going to a provider that's in network or out of network? Well, I went through the network and that came up. Okay, and they're not finding that? They're not finding that, no. Okay, um, well, let me try pulling your file and see what's going on. What's the staffing agency you work for? Um, MAU. And the last four of your social? 6257. And for security purposes, can you verify your home address, including city, state and zip code, Wayne? It's 4042 Walloon Lane, Apartment 205, Fontainburg, South Carolina, 29301. And confirm your date of birth. 08/14/1967. And a good telephone number have a 619-368-1835. Correct. And the email I have waynetupper@hotmail.com? Yes. Okay, so let's see here. So you found a provider that was in network, that provider stated that they can't find American Public Life, is that correct? Yes. Okay. Um, so let's see here. So you are currently active in the coverage, um, let me see. Now, I would, um, I would have that provider call us at Benefits in a Card so we can provide them eligibility and let them know that American Public Life is in their network, since you found it on their website. Is that correct? Yeah, yeah. I found it on the, um, what is that? Multi-plan? The multi-plan website. Yeah, the multi-plan website, okay. Yep. Let's see. So yes, sir, I would have those providers call us, um, 'cause like I said, you are currently active in the coverage. Honestly, don't know why those providers are saying that they can't find American Public Life. Um, maybe they were needing, like, a, uh, like a policy number code. Do you have your ID cards by any chance? Yeah, I ha- I told them I had the policy number, and then... Okay. So. And on that ID card, it was American Public Life, correct? Or did it have a, um, employee ID number? It has, um, American Public Life, yeah. Okay. Does it say hospital indemnity on it? Yeah. Limited hospital, limited benefit. Yes, sir. Okay, so that is the correct medical ID card. Um, so yes, sir, I would honestly have them reach out to us at Benefits in a Card so we can confirm that. Um, but as of right now, like I said, you are currently active, so I don't know why they're saying that they can't find American Public Life. And it could be any of the plan, I mean, if... 'Cause it asks you when you go to look for a provider. Mm-hmm. So it's probably, doesn't matter which one I hit, or they should all be on there, right? Um, no, they should all be on there. However, when you went to the website, um, were... Did you just search up a provider or did you follow, like, steps to, like- When I, uh, when I put limited benefits, the thing, and then the, the names came up. Okay. In my area, yeah. Okay. Let's see here. Plan.us. Find providers. And you did the multi-plan limited benefit

plan? Yes. Okay. Just making sure. Zip code, 29301... Multi-plan limited benefit plan, right? Yes, sir. It's- Yeah, yeah. 183 00:04:48,330 -- 00:04:48,130 That's the one, yeah. Let's see. And when you did search the facility, did you do hospital, urgent care? What did, what did you do? Family practice? I did, um, internal medicine. Internal medicine? Okay. Yeah. Let's see here. Barbara Sue... Which, which provider did you try? Um, Catherine Mitchum Sparks. Mitchum Sparks. Okay. Spinks, okay. Spinks, yeah, sorry. And so when you reached out to them, or to that provider, they said they didn't accept American Public Life, is that correct? No, they said they couldn't find it in their system. They couldn't find it in their system, okay. Yeah. They needed to know who... So is it under another name? Like, who provides the, um, like Cigna or anything like that or? Um, well, American Public Life is the actual insurance carrier responsible for your medical plans. Um- Ah. Now, if that provider is pulling up onto the multi-plan website which American Public Life follows under, um, I honestly don't know why that provider's saying that they can't find them. I mean, I can try transferring you over to the actual insurance carrier, um, to see if that would work, to see if they could provide any other, uh, information just so that provider can find American Public Life. Maybe it's like a- Uh-huh. ... different code that they need to use. Um- Yeah. But honestly, as of right now, I honestly don't know what else to, to do right now. Yeah. Okay. Yeah, 'cause they didn't even ask for a code. They just asked me for a, uh, other insurance name. I don't even know why they... I told them I got the medical ID number and everything, but they didn't even ask for it, so I don't know. Okay. Uh, well, let me try transferring you over to the insurance carrier so you can speak with them regarding that. Um, but other than that, is there anything else I can help you out with today, Wayne? No, that's it. Thanks. Okay. Well, you're welcome. Just bear with me one second, okay? Yep. Okay.

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 Justin, how can I help you today?

Speaker speaker_2: Hey, Justin. I have, I have a question. Um, I got American Public Life through Benefits in a Card.

Speaker speaker_1: Okay.

Speaker speaker_2: And, um, I tried to make an appointment, but what is it, I need to know what it's listed under, 'cause it wouldn't let me set up the appointment. Would that, would I tell them I have Benefits in a Card?

Speaker speaker_1: Um, no, you would tell them the insurance carrier's American Public Life. Um, however, are you going to a-

Speaker speaker_2: Okay. Sorry, go ahead.

Speaker speaker_1: Are you going to a provider that's in network or out of network?

Speaker speaker_2: Well, I went through the network and that came up.

Speaker speaker_1: Okay, and they're not finding that?

Speaker speaker_2: They're not finding that, no.

Speaker speaker_1: Okay, um, well, let me try pulling your file and see what's going on. What's the staffing agency you work for?

Speaker speaker_2: Um, MAU.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 6257.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code, Wayne?

Speaker speaker_2: It's 4042 Walloon Lane, Apartment 205, Fountainburg, South Carolina, 29301.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 08/14/1967.

Speaker speaker_1: And a good telephone number have a 619-368-1835.

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have waynetupper@hotmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so let's see here. So you found a provider that was in network, that provider stated that they can't find American Public Life, is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so let's see here. So you are currently active in the coverage, um, let me see. Now, I would, um, I would have that provider call us at Benefits in a Card so we can provide them eligibility and let them know that American Public Life is in their network, since you found it on their website. Is that correct?

Speaker speaker_2: Yeah, yeah. I found it on the, um, what is that?

Speaker speaker_1: Multi-plan?

Speaker speaker_2: The multi-plan website.

Speaker speaker_1: Yeah, the multi-plan website, okay.

Speaker speaker_2: Yep.

Speaker speaker_1: Let's see. So yes, sir, I would have those providers call us, um, 'cause like I said, you are currently active in the coverage. Honestly, don't know why those providers

are saying that they can't find American Public Life. Um, maybe they were needing, like, a, uh, like a policy number code. Do you have your ID cards by any chance?

Speaker speaker_2: Yeah, I ha- I told them I had the policy number, and then...

Speaker speaker_1: Okay.

Speaker speaker_2: So.

Speaker speaker_1: And on that ID card, it was American Public Life, correct? Or did it have a, um, employee ID number?

Speaker speaker_2: It has, um, American Public Life, yeah.

Speaker speaker_1: Okay. Does it say hospital indemnity on it?

Speaker speaker_2: Yeah. Limited hospital, limited benefit.

Speaker speaker_1: Yes, sir. Okay, so that is the correct medical ID card. Um, so yes, sir, I would honestly have them reach out to us at Benefits in a Card so we can confirm that. Um, but as of right now, like I said, you are currently active, so I don't know why they're saying that they can't find American Public Life.

Speaker speaker_2: And it could be any of the plan, I mean, if... 'Cause it asks you when you go to look for a provider.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So it's probably, doesn't matter which one I hit, or they should all be on there, right?

Speaker speaker_1: Um, no, they should all be on there. However, when you went to the website, um, were... Did you just search up a provider or did you follow, like, steps to, like-

Speaker speaker_2: When I, uh, when I put limited benefits, the thing, and then the, the names came up.

Speaker speaker_1: Okay.

Speaker speaker_2: In my area, yeah.

Speaker speaker_1: Okay. Let's see here.

Speaker speaker_3: Plan.us. Find providers.

Speaker speaker_1: And you did the multi-plan limited benefit plan?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Just making sure. Zip code, 29301...

Speaker speaker_2: Multi-plan limited benefit plan, right?

Speaker speaker_1: Yes, sir. It's-

Speaker speaker_2: Yeah, yeah. 183 00:04:48,330 -- 00:04:48,130 That's the one, yeah.

Speaker speaker_1: Let's see. And when you did search the facility, did you do hospital, urgent care? What did, what did you do? Family practice?

Speaker speaker_2: I did, um, internal medicine.

Speaker speaker_1: Internal medicine? Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: Let's see here. Barbara Sue... Which, which provider did you try?

Speaker speaker_2: Um, Catherine Mitchum Sparks.

Speaker speaker_1: Mitchum Sparks. Okay. Spinks, okay.

Speaker speaker_2: Spinks, yeah, sorry.

Speaker speaker_1: And so when you reached out to them, or to that provider, they said they didn't accept American Public Life, is that correct?

Speaker speaker_2: No, they said they couldn't find it in their system.

Speaker speaker_1: They couldn't find it in their system, okay.

Speaker speaker_2: Yeah. They needed to know who... So is it under another name? Like, who provides the, um, like Cigna or anything like that or?

Speaker speaker_1: Um, well, American Public Life is the actual insurance carrier responsible for your medical plans. Um-

Speaker speaker_4: Ah.

Speaker speaker_1: Now, if that provider is pulling up onto the multi-plan website which American Public Life follows under, um, I honestly don't know why that provider's saying that they can't find them. I mean, I can try transferring you over to the actual insurance carrier, um, to see if that would work, to see if they could provide any other, uh, information just so that provider can find American Public Life. Maybe it's like a-

Speaker speaker_4: Uh-huh.

Speaker speaker_1: ... different code that they need to use. Um-

Speaker speaker_4: Yeah.

Speaker speaker_1: But honestly, as of right now, I honestly don't know what else to, to do right now.

Speaker speaker_4: Yeah. Okay. Yeah, 'cause they didn't even ask for a code. They just asked me for a, uh, other insurance name. I don't even know why they... I told them I got the medical ID number and everything, but they didn't even ask for it, so I don't know.

Speaker speaker_1: Okay. Uh, well, let me try transferring you over to the insurance carrier so you can speak with them regarding that. Um, but other than that, is there anything else I can help you out with today, Wayne?

Speaker speaker_4: No, that's it. Thanks.

Speaker speaker_1: Okay. Well, you're welcome. Just bear with me one second, okay?

Speaker speaker_4: Yep.

Speaker speaker_1: Okay.