

Transcript: Malcolm

Nash-5938635459215360-5181646307278848

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits In A Card. This is Malcolm, how can I help you? Hey, Malcolm. My name is Cheryl. I'm calling from Meyer Dentistry here in Greenville, South Carolina and I'm calling regarding one of our patients who his insurance has not paid on a claim and they said they're waiting on information from Benefits In A Card, if you have any questions, call them. All right. So- So I'm calling y'all. So we don't do anything with claims. You want to reach out to the carrier directly. American Public Life is the actual carrier for the dental coverage. We're just the plan administrator. Right. All we do is get them enrolled or unenrolled from the coverage. That's what I thought. I mean, 'cause I'm familiar with Benefits In A Card but it says- Yep. ... they are waiting for, to confirm eligibility. So all that means is it's still being pr- the claim is still being processed but if you want any, any further details you can reach out to American Public Life and they'll be able to- Well, you guys should know though, they're putting your phone number on their claims telling us to call you. American Public Life telling you to call us about claims? Yep. That's what I just said. Okay. I'll leave- I'll leave the note- It says, "Claim leave, please call Benefits In A Card." So you might want to notify your upper people that that's happening 'cause I wouldn't just call you guys. But it's right on the EOB I got. Well then I appreciate you letting me know that, ma'am. Yeah. 'Cause yeah that's real- that's not cool 'cause it's wasting your time on the phone and, you know, what you need to do. And- Yes, ma'am. ... it's not even in your wheelhouse. Yeah. Do you have, uh, uh, American Public Life's phone number? Yeah, I do. Is it the 1-800-256-8606 number? Mm-hmm. So yeah when you- That's eight- ... call that number you want to hit, you want to hit option four to speak with a representative. All right. Well, you just gave me one up on that. I will do that. All right. Thank you. No problem. You have a great rest of your week. Mm-hmm. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits In A Card. This is Malcolm, how can I help you?

Speaker speaker_2: Hey, Malcolm. My name is Cheryl. I'm calling from Meyer Dentistry here in Greenville, South Carolina and I'm calling regarding one of our patients who his insurance has not paid on a claim and they said they're waiting on information from Benefits In A Card, if you have any questions, call them.

Speaker speaker_1: All right. So-

Speaker speaker_2: So I'm calling y'all.

Speaker speaker_1: So we don't do anything with claims. You want to reach out to the carrier directly. American Public Life is the actual carrier for the dental coverage. We're just the plan administrator.

Speaker speaker_2: Right.

Speaker speaker_1: All we do is get them enrolled or unenrolled from the coverage.

Speaker speaker_2: That's what I thought. I mean, 'cause I'm familiar with Benefits In A Card but it says-

Speaker speaker_1: Yep.

Speaker speaker_2: ... they are waiting for, to confirm eligibility.

Speaker speaker_1: So all that means is it's still being pr- the claim is still being processed but if you want any, any further details you can reach out to American Public Life and they'll be able to-

Speaker speaker_2: Well, you guys should know though, they're putting your phone number on their claims telling us to call you.

Speaker speaker_1: American Public Life telling you to call us about claims?

Speaker speaker_2: Yep. That's what I just said.

Speaker speaker_1: Okay. I'll leave- I'll leave the note-

Speaker speaker_2: It says, "Claim leave, please call Benefits In A Card." So you might want to notify your upper people that that's happening 'cause I wouldn't just call you guys. But it's right on the EOB I got.

Speaker speaker_1: Well then I appreciate you letting me know that, ma'am.

Speaker speaker_2: Yeah. 'Cause yeah that's real- that's not cool 'cause it's wasting your time on the phone and, you know, what you need to do. And-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: ... it's not even in your wheelhouse. Yeah.

Speaker speaker_1: Do you have, uh, uh, American Public Life's phone number?

Speaker speaker_2: Yeah, I do.

Speaker speaker_1: Is it the 1-800-256-8606 number?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So yeah when you-

Speaker speaker_2: That's eight-

Speaker speaker_1: ... call that number you want to hit, you want to hit option four to speak with a representative.

Speaker speaker_2: All right. Well, you just gave me one up on that. I will do that.

Speaker speaker_1: All right.

Speaker speaker_2: Thank you.

Speaker speaker_1: No problem. You have a great rest of your week.

Speaker speaker_2: Mm-hmm. You too. Bye-bye.

Speaker speaker_1: Bye.