

Transcript: Pamela

Blanc-4605286316949504-6705831341113344

Full Transcript

Thank you for calling card. This is Angela speaking. How may I help you? Oh yes, my name is Danielle. I'm calling to follow up on the, uh, status of a claim. I got a letter in the mail that I'm not really understanding. So we are the administrator for health insurance for the Staffing Agency, and you said you received a letter? I did. It looks like an explanation of benefits but it just says, um, "We are awaiting information to confirm eligibility for benefits in a ca- uh, in a card upon receipt of this information." Uh, what it means is that they is waiting for that information from us. Uh, we do not, um, handle that. Wha- uh, but it usually takes up to 30 days for the claims to be processed. Um, they probably already received the information from us. It's just a letter- Okay. ... that they send you to let you know how the process is going. I gotcha. Perfect. Okay. Well, thank you. No, thank you for giving us a call. Have a great rest of the day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling card. This is Angela speaking. How may I help you?

Speaker speaker_1: Oh yes, my name is Danielle. I'm calling to follow up on the, uh, status of a claim. I got a letter in the mail that I'm not really understanding.

Speaker speaker_0: So we are the administrator for health insurance for the Staffing Agency, and you said you received a letter?

Speaker speaker_1: I did. It looks like an explanation of benefits but it just says, um, "We are awaiting information to confirm eligibility for benefits in a ca- uh, in a card upon receipt of this information."

Speaker speaker_0: Uh, what it means is that they is waiting for that information from us. Uh, we do not, um, handle that. Wha- uh, but it usually takes up to 30 days for the claims to be processed. Um, they probably already received the information from us. It's just a letter-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that they send you to let you know how the process is going.

Speaker speaker_1: I gotcha. Perfect. Okay. Well, thank you.

Speaker speaker_0: No, thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too. Bye-bye.