

Transcript: Pamela

Blanc-4850623826575360-6432649461579776

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accords. This is Pamela speaking. How may I help you? Hi there. Um, so I am... I, I filed a claim with American Public Life because that's where my insurance is. Um, they said that they're waiting for eligibility from Benefits and Accord. You... Okay, can you repeat that? You received... So I, I filed a claim. Okay. For hospital insurance, my hospital plan. And then in the notes it says, "We are awaiting information to confirm eligibility from Benefits and Accord." Okay. So they letting you, they letting you know they're waiting for information from us. It's the way, um, that they are processing the claim. We do not have that information as the department you're calling, but it takes about 30 days, um, for that claim to be processed on the day you receive those, that letter. It's pretty much like a EOB, explanation of benefits. Why would it take 30 days though? I was told that once you file a claim, it will process almost immediately, especially online. I, uh, well, that's the information I have. I, I did not know that online it will take less time. Um, but that's the information we have. That's the deadline for the timeframe. Hmm. Um, this is American Public Life. Pardon? Yeah. No, I'm just trying to see if I have any other information regarding the timeframe, but that's what we have here. Okay. Right. Is there anything else I could do for you? Um, no, I just, I just wanted to know those. They are processing the claim. Th- that's why they send those letters out. Um, but we don't have any access when it comes to the process of the claim. Um, all that information they request from us, it goes in- in- internally. Okay, thank you. All right. Thank you for giving us a call. Have a great rest of the day.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and Accords. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi there. Um, so I am... I, I filed a claim with American Public Life because that's where my insurance is. Um, they said that they're waiting for eligibility from Benefits and Accord.

Speaker speaker_1: You... Okay, can you repeat that? You received...

Speaker speaker_2: So I, I filed a claim.

Speaker speaker_1: Okay.

Speaker speaker_2: For hospital insurance, my hospital plan. And then in the notes it says, "We are awaiting information to confirm eligibility from Benefits and Accord."

Speaker speaker_1: Okay. So they letting you, they letting you know they're waiting for information from us. It's the way, um, that they are processing the claim. We do not have that information as the department you're calling, but it takes about 30 days, um, for that claim to be processed on the day you receive those, that letter. It's pretty much like a EOB, explanation of benefits.

Speaker speaker_2: Why would it take 30 days though? I was told that once you file a claim, it will process almost immediately, especially online.

Speaker speaker_1: I, uh, well, that's the information I have. I, I did not know that online it will take less time. Um, but that's the information we have. That's the deadline for the timeframe.

Speaker speaker_2: Hmm.

Speaker speaker_1: Um, this is American Public Life.

Speaker speaker_2: Pardon?

Speaker speaker_1: Yeah. No, I'm just trying to see if I have any other information regarding the timeframe, but that's what we have here.

Speaker speaker_2: Okay.

Speaker speaker_1: Right. Is there anything else I could do for you?

Speaker speaker_2: Um, no, I just, I just wanted to know those.

Speaker speaker_1: They are processing the claim. Th- that's why they send those letters out. Um, but we don't have any access when it comes to the process of the claim. Um, all that information they request from us, it goes in- in- internally.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: All right. Thank you for giving us a call. Have a great rest of the day.