

Transcript: Pamela

Blanc-4920446687035392-4897163669323776

Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi, Pamela. I am calling... I'm actually trying to verify benefits for a patient. Are you able to send a fax? Um, I could send email, but we are not the actual carrier. We're just the administrator for the health insurance. If you need any breakdown of the benefits, then I will have to transfer you to the actual carrier. Okay. I do need a breakdown of benefits for a patient, but it's for dental. Yeah. Definitely, I will have to... Let me, um, pull up the member's information and make sure they are- Okay. ... active, and then I'll transfer you. What was the first and last name? Okay, thank you. First name is Mark, M-A-R-K. Last name is Budler, B-U-D-L-E-R. Date of service, or excuse me, date of birth is 8/26/1988. Can you spell the last name one more time? B-U-D- D as in dog, L-E-R. Mm. Um, by any chance, you have the last four digits or the ID card with you? Um, he gave me your number to find the ID card. He doesn't... He has a new employer. He doesn't know anything. Um, I have the last four of his Social- May I have a moment? ... which are 5530. It does take a little longer to find in this way. And you said date of birth is 8/26/'88? Uh-huh. That's correct. Great. Would you mind giving me your name and the facility you're calling from? It's for my notes. Sure. My name is Sydney. I'm calling from Innovations Dentistry. Dr. Hunter Honess. Now, his benefits are not active this week. He could give us a call and make the direct payment himself in, in order for him to be able to use the benefits. His benefits- Okay. ... are not active. Okay. All right. He could give us a call. We could... He could make the direct payment, and then he'll be able to use the benefits. If you would like- Okay. ... I could provide you with the phone number of the actual carrier so that way when, um, you need to call for the breakdown you could call them directly. Sure. What is that number? Mm-hmm. Is it gonna be Carrington as well, or is it something different? Carrington is for them to find a provider around the area. Um, it's called American Public Life, APL- Okay. ... 800- Okay. ... 256-8606. 8606? Mm-hmm. Okay. And he needs to call you all though to make a payment. Is that correct? Yes. Yeah. Okay. All right. Well, thank you for your help. I appreciate it. All right. 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 Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, Pamela. I am calling... I'm actually trying to verify benefits for a patient. Are you able to send a fax?

Speaker speaker_0: Um, I could send email, but we are not the actual carrier. We're just the administrator for the health insurance. If you need any breakdown of the benefits, then I will have to transfer you to the actual carrier.

Speaker speaker_1: Okay. I do need a breakdown of benefits for a patient, but it's for dental.

Speaker speaker_0: Yeah. Definitely, I will have to... Let me, um, pull up the member's information and make sure they are-

Speaker speaker_1: Okay.

Speaker speaker_0: ... active, and then I'll transfer you. What was the first and last name?

Speaker speaker_1: Okay, thank you. First name is Mark, M-A-R-K. Last name is Budler, B-U-D-L-E-R. Date of service, or excuse me, date of birth is 8/26/1988.

Speaker speaker_0: Can you spell the last name one more time? B-U-D-

Speaker speaker_1: D as in dog, L-E-R.

Speaker speaker_0: Mm. Um, by any chance, you have the last four digits or the ID card with you?

Speaker speaker_1: Um, he gave me your number to find the ID card. He doesn't... He has a new employer. He doesn't know anything. Um, I have the last four of his Social-

Speaker speaker_0: May I have a moment?

Speaker speaker_1: ... which are 5530.

Speaker speaker_0: It does take a little longer to find in this way. And you said date of birth is 8/26/88?

Speaker speaker_1: Uh-huh. That's correct.

Speaker speaker_0: Great. Would you mind giving me your name and the facility you're calling from? It's for my notes.

Speaker speaker_1: Sure. My name is Sydney. I'm calling from Innovations Dentistry. Dr. Hunter Honess.

Speaker speaker_0: Now, his benefits are not active this week. He could give us a call and make the direct payment himself in, in order for him to be able to use the benefits. His benefits-

Speaker speaker_1: Okay.

Speaker speaker_0: ... are not active.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: He could give us a call. We could... He could make the direct payment, and then he'll be able to use the benefits. If you would like-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I could provide you with the phone number of the actual carrier so that way when, um, you need to call for the breakdown you could call them directly.

Speaker speaker_1: Sure. What is that number?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Is it gonna be Carrington as well, or is it something different?

Speaker speaker_0: Carrington is for them to find a provider around the area. Um, it's called American Public Life, APL-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 800-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 256-8606.

Speaker speaker_1: 8606?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. And he needs to call you all though to make a payment. Is that correct?

Speaker speaker_0: Yes.

Speaker speaker_1: Yeah. Okay. All right. Well, thank you for your help. I appreciate it.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too. Bye-bye.