

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you? Hi, Pamela. My name's Nicole. Um, I got a, um, an EOB back for a patient from American Public Life Insurance Company. Mm-hmm. Um, and they stated on here that they're waiting for information to confirm eligibility from Benefits and a Card, and said, "Upon receipt of this information, we'll continue processing. If you have questions, please call Benefits and a Card." Okay, so they're pretty much letting you know that we, um... They usually, what they do is request to us if the member was active on the date of service. So after- Okay. ... we provide that information, that's when, um, they continue with the process. Now, us- Okay. ... personally, um, at the customer service center, we do not have that information. That's something they do internally, but I can- Okay. ... um, what I could get, let you know is after, um, they... When they send you that letter, the process is around 30 days, it takes. Okay. But it's pretty much letting you know that they are processing the claim. Okay. All right. That's a good enough explanation for me. Mm-hmm. I just- I've never seen that before, and I was like, um, I'm not sure what to do with this. Okay. Yeah, because we- That's important. What we do is that we administrate the health insurance for the company that the member works for. So they- Okay. ... they give us a call, finding out if the member are active or not. Okay. But, um, uh, I'm not sure if they put on that letter the name... I mean, their phone number, APL, but... 'Cause they are the one there, our- They do- ... actual- They do have it. Yeah. They do- Okay. ... have it listed on here. Okay. Mm-hmm. Because they're the one that, uh, uh, will be processing the claim. Okay. All right. Thank you very much. Thank you for giving us a call. Have a great rest of the day. You too. Thank you.

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 a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi, Pamela. My name's Nicole. Um, I got a, um, an EOB back for a patient from American Public Life Insurance Company.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um, and they stated on here that they're waiting for information to confirm eligibility from Benefits and a Card, and said, "Upon receipt of this information, we'll

continue processing. If you have questions, please call Benefits and a Card."

Speaker speaker_1: Okay, so they're pretty much letting you know that we, um... They usually, what they do is request to us if the member was active on the date of service. So after-

Speaker speaker_2: Okay.

Speaker speaker_1: ... we provide that information, that's when, um, they continue with the process. Now, us-

Speaker speaker_2: Okay.

Speaker speaker_1: ... personally, um, at the customer service center, we do not have that information. That's something they do internally, but I can-

Speaker speaker_2: Okay.

Speaker speaker_1: ... um, what I could get, let you know is after, um, they... When they send you that letter, the process is around 30 days, it takes.

Speaker speaker_2: Okay.

Speaker speaker_1: But it's pretty much letting you know that they are processing the claim.

Speaker speaker_2: Okay. All right. That's a good enough explanation for me.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I just- I've never seen that before, and I was like, um, I'm not sure what to do with this. Okay.

Speaker speaker_1: Yeah, because we-

Speaker speaker_2: That's important.

Speaker speaker_1: What we do is that we administrate the health insurance for the company that the member works for. So they-

Speaker speaker_2: Okay.

Speaker speaker_1: ... they give us a call, finding out if the member are active or not.

Speaker speaker_2: Okay.

Speaker speaker_1: But, um, uh, I'm not sure if they put on that letter the name... I mean, their phone number, APL, but... 'Cause they are the one there, our-

Speaker speaker_2: They do-

Speaker speaker_1: ... actual-

Speaker speaker_2: They do have it. Yeah. They do-

Speaker speaker_1: Okay.

Speaker speaker_2: ... have it listed on here.

Speaker speaker_1: Okay. Mm-hmm. Because they're the one that, uh, uh, will be processing the claim.

Speaker speaker_2: Okay. All right. Thank you very much.

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

Speaker speaker_2: You too. Thank you.