

## **Transcript: Pamela**

**Blanc-6293862562447360-5939357572448256**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling APL. Your call may be monitored for quality assurance. . If you know your party's extension, you may dial it now. If you are a medical or dental provider, press one. For verification of benefits, questions about your claim or medical bill, or if you need assistance filing a claim, press two. For question- The information provided during this call is only a description of benefits and not a guarantee of payment or eligibility. Benefits are based on eligibility, the date services are rendered, and all plan provisions. Please hold for the next available representative. All of our representatives are currently assisting other customers. Please hold for the next available rep- Good evening. Thank you for calling APL. This is Tracy. How can I help you? Hi, Tracy. My name is Harry. I'm calling from provider office, looking for claim status. Okay, Harry. You're needing claim status. Is that correct? Yes. Yes. I can help you with that, Harry. And what is your callback number, please? Uh, callback number is 626-310-8176, extension 355. Thank you. And Harry, how many claims do you have to check status on today? Hmm. I do have one, I think. Uh, one only. Okay. And what is that patient policy number? That is 01863350. I'm sorry, Harry. Can you repeat it? There's noise in the background. Oh, yes. I wasn't able to understand what you said. Um, uh, I'm sorry for that and the policy number is 01863350. Okay. Thank you. One moment, please. And Harry, any information that I do provide for you today would be a verification of benefits... Uh, mm-hmm. ... and not a guarantee- Hello? Hello, Harry. Can you hear me? Yes. Uh, I, I can hear now. Your voice was breaking. I missed that. What is the patient's name and date of birth? Patient name is, uh, Nina Adams. January 24, 1969. Okay, thank you. And what is the date of service and total billed amount for her, please? Date of service is August 26th, 2024. Bill amount \$254. Thank you. One moment. Okay, so this claim was received on 9-24-2024, processed on 9-25-2024. The claim number is 3509944. And Harry, this claim was denied. And the reason for the denial on the claim states, "The calendar year maximum for outpatient office visits due to sickness and or accident has been met for this calendar year." So, could you repeat that denial reason? You were saying that, um, maximum benefit reached? That is correct. The exact remark states- In terms of- "... calendar year maximum for outpatient office visits due to sickness and or accident has been met for this calendar year." So, what was the limit? Four visits per calendar year. Four visits? That is correct. Limit was four visits? And when, when did this, these benefits were exhausted? One moment, Harry. And it was for another claim process on the same day prior to yours. But, uh, all four visits has been done on this calendar year? That is correct. Yes, sir. Do, do you have those date of services by any chance? No, sir. I can't provide another provider's informate claims information to you. Those are for different provider? Yes. Uh, yes. Mm. So, is this patient responsibility? We do not determine patient responsibility. That would be up to the provider. But this is, uh, benefit exhausted from this

patient, right? We are not a major, we are not a major medical insurance company and we do not determine patient responsibility. That would be up to the provider. But this is, uh, not covered under member plan, right? That is correct. Is there any provider discount? For any questions related to discount, you would have to reach out to Multiplan, who is the network provider for this network. Oh, okay. And the claim number is 3509944? That is correct. Call reference number? Again, as I explained before, you would use my name along with today's date. Sorry, sorry. Your name? T-R-A-C-I. Traci, uh, today's date. Okay. Thank you very much, Tracy. That's it. All right. You're welcome, Harry. So, is there anything else I can help you with? No, that's all I had for you. Thank you very much. Have a nice one. Okay. Well, I hope you have a nice afternoon as well and thank you again for calling APL. Yes. Bye-bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling APL. Your call may be monitored for quality assurance. . If you know your party's extension, you may dial it now. If you are a medical or dental provider, press one. For verification of benefits, questions about your claim or medical bill, or if you need assistance filing a claim, press two. For question- The information provided during this call is only a description of benefits and not a guarantee of payment or eligibility. Benefits are based on eligibility, the date services are rendered, and all plan provisions. Please hold for the next available representative. All of our representatives are currently assisting other customers. Please hold for the next available rep-

Speaker speaker\_2: Good evening. Thank you for calling APL. This is Tracy. How can I help you?

Speaker speaker\_3: Hi, Tracy. My name is Harry. I'm calling from provider office, looking for claim status.

Speaker speaker\_2: Okay, Harry. You're needing claim status. Is that correct?

Speaker speaker\_3: Yes.

Speaker speaker\_2: Yes. I can help you with that, Harry. And what is your callback number, please?

Speaker speaker\_3: Uh, callback number is 626-310-8176, extension 355.

Speaker speaker\_2: Thank you. And Harry, how many claims do you have to check status on today?

Speaker speaker\_3: Hmm. I do have one, I think. Uh, one only.

Speaker speaker\_2: Okay. And what is that patient policy number?

Speaker speaker\_3: That is 01863350.

Speaker speaker\_2: I'm sorry, Harry. Can you repeat it? There's noise in the background.

Speaker speaker\_3: Oh, yes.

Speaker speaker\_2: I wasn't able to understand what you said.

Speaker speaker\_3: Um, uh, I'm sorry for that and the policy number is 01863350.

Speaker speaker\_2: Okay. Thank you. One moment, please. And Harry, any information that I do provide for you today would be a verification of benefits...

Speaker speaker\_3: Uh, mm-hmm.

Speaker speaker\_2: ... and not a guarantee-

Speaker speaker\_3: Hello?

Speaker speaker\_2: Hello, Harry. Can you hear me?

Speaker speaker\_3: Yes. Uh, I, I can hear now. Your voice was breaking. I missed that.

Speaker speaker\_2: What is the patient's name and date of birth?

Speaker speaker\_3: Patient name is, uh, Nina Adams. January 24, 1969.

Speaker speaker\_2: Okay, thank you. And what is the date of service and total billed amount for her, please?

Speaker speaker\_3: Date of service is August 26th, 2024. Bill amount \$254.

Speaker speaker\_2: Thank you. One moment. Okay, so this claim was received on 9-24-2024, processed on 9-25-2024. The claim number is 3509944. And Harry, this claim was denied. And the reason for the denial on the claim states, "The calendar year maximum for outpatient office visits due to sickness and or accident has been met for this calendar year."

Speaker speaker\_3: So, could you repeat that denial reason? You were saying that, um, maximum benefit reached?

Speaker speaker\_2: That is correct. The exact remark states-

Speaker speaker\_3: In terms of-

Speaker speaker\_2: "... calendar year maximum for outpatient office visits due to sickness and or accident has been met for this calendar year."

Speaker speaker\_3: So, what was the limit?

Speaker speaker\_2: Four visits per calendar year.

Speaker speaker\_3: Four visits?

Speaker speaker\_2: That is correct.

Speaker speaker\_3: Limit was four visits? And when, when did this, these benefits were exhausted?

Speaker speaker\_2: One moment, Harry. And it was for another claim process on the same day prior to yours.

Speaker speaker\_3: But, uh, all four visits has been done on this calendar year?

Speaker speaker\_2: That is correct. Yes, sir.

Speaker speaker\_3: Do, do you have those date of services by any chance?

Speaker speaker\_2: No, sir. I can't provide another provider's informate claims information to you.

Speaker speaker\_3: Those are for different provider?

Speaker speaker\_2: Yes. Uh, yes.

Speaker speaker\_3: Mm. So, is this patient responsibility?

Speaker speaker\_2: We do not determine patient responsibility. That would be up to the provider.

Speaker speaker\_3: But this is, uh, benefit exhausted from this patient, right?

Speaker speaker\_2: We are not a major, we are not a major medical insurance company and we do not determine patient responsibility. That would be up to the provider.

Speaker speaker\_3: But this is, uh, not covered under member plan, right?

Speaker speaker\_2: That is correct.

Speaker speaker\_3: Is there any provider discount?

Speaker speaker\_2: For any questions related to discount, you would have to reach out to Multiplan, who is the network provider for this network.

Speaker speaker\_3: Oh, okay. And the claim number is 3509944?

Speaker speaker\_2: That is correct.

Speaker speaker\_3: Call reference number?

Speaker speaker\_2: Again, as I explained before, you would use my name along with today's date.

Speaker speaker\_3: Sorry, sorry. Your name?

Speaker speaker\_2: T-R-A-C-I.

Speaker speaker\_3: Traci, uh, today's date. Okay. Thank you very much, Tracy.

Speaker speaker\_2: That's it. All right. You're welcome, Harry. So, is there anything else I can help you with?

Speaker speaker\_3: No, that's all I had for you. Thank you very much. Have a nice one.

Speaker speaker\_2: Okay. Well, I hope you have a nice afternoon as well and thank you again for calling APL.

Speaker speaker\_3: Yes.

Speaker speaker\_2: Bye-bye.