

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Oh, um, yes, what's the name of his insurance? Um, we are a f-... Um, Benefits in a Card which is the administration of, uh, we are- Benefits. Sure. Now the- Okay. ... carriers are American Public Life or 93INA. Oh, okay, American Public Life. Um, okay. Yeah. My name is Joni and I'm calling from a provider's office, and I'm needing to get, um, claim information on a patient. So... Let's see. So by any chance, you have the last four digits of their Social? Um, yes. That is 2261. And the first and last name? Danny Koonce. Can you spell the last name to make sure I get it correct? Yes. K-O-O-N like Nancy, T like Tom, Z like zebra. Okay. And can we verify the date of birth? November 2nd, 1962. Thank you for the information. And the last thing I need from you is your name for my notes. Mm-hmm. It's Joni, J-O-N-I. And could I also please get your name? Sure. My name is Pamela. Pamela? Yes. Okay, thank you. And then, the check style. Oh. And when was the date of service? December 21st of 24. December 24th? Uh, no. December 21st of 2024. Okay. So he was active on the date of service. Now, he... Let's see. Let me grab his picture. Um, he has two different plan. One is for preventive care and the other one's is, like, for general, other general, um, benefits. Let's see. So I could provide you with, with both of their carrier, because we don't process the claim. Um, did you receive a letter or anything regarding this claim? Um, well, it, it got denied as a duplicate. But on the claim, we sent the claim to MultiPlan and then it says American Public Life. Mm-hmm. Okay. Yeah. So I'm going to go ahead and fi- and get someone on the line from APL, American Public Life, because they are the ones that processed the claim. But the member, yes, was active on the date of service. Okay. All right, thank you. Stay with me.

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: Oh, um, yes, what's the name of his insurance?

Speaker speaker_0: Um, we are a f-... Um, Benefits in a Card which is the administration of, uh, we are-

Speaker speaker_1: Benefits. Sure.

Speaker speaker_0: Now the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... carriers are American Public Life or 93INA.

Speaker speaker_1: Oh, okay, American Public Life. Um, okay. Yeah. My name is Joni and I'm calling from a provider's office, and I'm needing to get, um, claim information on a patient. So...

Speaker speaker_0: Let's see. So by any chance, you have the last four digits of their Social?

Speaker speaker_1: Um, yes. That is 2261.

Speaker speaker_0: And the first and last name?

Speaker speaker_1: Danny Koonce.

Speaker speaker_0: Can you spell the last name to make sure I get it correct?

Speaker speaker_1: Yes. K-O-O-N like Nancy, T like Tom, Z like zebra.

Speaker speaker_0: Okay. And can we verify the date of birth?

Speaker speaker_1: November 2nd, 1962.

Speaker speaker_0: Thank you for the information. And the last thing I need from you is your name for my notes.

Speaker speaker_1: Mm-hmm. It's Joni, J-O-N-I. And could I also please get your name?

Speaker speaker_0: Sure. My name is Pamela.

Speaker speaker_1: Pamela?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: And then, the check style. Oh. And when was the date of service?

Speaker speaker_1: December 21st of 24.

Speaker speaker_0: December 24th?

Speaker speaker_1: Uh, no. December 21st of 2024.

Speaker speaker_0: Okay. So he was active on the date of service. Now, he... Let's see. Let me grab his picture. Um, he has two different plan. One is for preventive care and the other one's is, like, for general, other general, um, benefits. Let's see. So I could provide you with, with both of their carrier, because we don't process the claim. Um, did you receive a letter or anything regarding this claim?

Speaker speaker_1: Um, well, it, it got denied as a duplicate. But on the claim, we sent the claim to MultiPlan and then it says American Public Life.

Speaker speaker_0: Mm-hmm. Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: So I'm going to go ahead and fi- and get someone on the line from APL, American Public Life, because they are the ones that processed the claim. But the member, yes, was active on the date of service.

Speaker speaker_1: Okay. All right, thank you.

Speaker speaker_0: Stay with me.