

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl speaking with. My name is Betty. I am calling from Alliance Medical Associates. How are you? I am great, and yourself? I'm doing okay. I'm, I'm trying to figure out the right place that I'm supposed to call for this and find out exactly where it is that I'm supposed to be getting a prior authorization for this patient's insurance. Okay. What, um... Did they provide a card to you? I have the card but... So there's four different numbers on here. The first number that I called told me that I needed to call the number on the card and I'm like, "Okay, well, there's three other numbers and with the pharmacy information." And this is the only no- other number on the card. Okay, what does the card say? Um, it says American Public Life. Um, it says group name PRC Staffing Services. Uh, limited benefit plan, BIP... BIC. This is a multi-plan. I mean, like I've even tried to go online and register for an account for like a provider perfor- uh- Mm-hmm. ... provider portal, excuse me, and it wouldn't, it wouldn't let me do it. Mm-hmm. I, I don't know. I probably just was not doing it right. But I mean, uh, it asked me to put in our tax ID and the patient's information, and I did and, of course, it's not gonna pull anything. But I was just like trying to register and then it was asking me all that so it was really weird. Um, so I'm not exactly sure. No worries. Um, w- so with American Public Life, that is the insurance carrier. And I can get you transferred right over to them so you can speak with them about that prior authorization. Okay. Could you give me that number so I can write it down just for my records or do you have it? Of course. Yep, let me know when you're ready. Okay. I'm ready. It's 800- Uh-huh. ... 256- Uh-huh. ... 8606. Let's see. I see that number's not on here. Okay. All right. Well, I thank you so much for your time and your help. I hope you have a good day. No problem. Thank you so much for calling. You have a great day as well. Thank you.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl speaking with.

Speaker speaker_2: My name is Betty. I am calling from Alliance Medical Associates. How are you?

Speaker speaker_1: I am great, and yourself?

Speaker speaker_2: I'm doing okay. I'm, I'm trying to figure out the right place that I'm supposed to call for this and find out exactly where it is that I'm supposed to be getting a prior authorization for this patient's insurance.

Speaker speaker_1: Okay. What, um... Did they provide a card to you?

Speaker speaker_2: I have the card but... So there's four different numbers on here. The first number that I called told me that I needed to call the number on the card and I'm like, "Okay, well, there's three other numbers and with the pharmacy information." And this is the only no-other number on the card.

Speaker speaker_1: Okay, what does the card say?

Speaker speaker_2: Um, it says American Public Life. Um, it says group name PRC Staffing Services. Uh, limited benefit plan, BIP... BIC. This is a multi-plan. I mean, like I've even tried to go online and register for an account for like a provider perfor- uh-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... provider portal, excuse me, and it wouldn't, it wouldn't let me do it.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I, I don't know. I probably just was not doing it right. But I mean, uh, it asked me to put in our tax ID and the patient's information, and I did and, of course, it's not gonna pull anything. But I was just like trying to register and then it was asking me all that so it was really weird. Um, so I'm not exactly sure.

Speaker speaker_1: No worries. Um, w- so with American Public Life, that is the insurance carrier. And I can get you transferred right over to them so you can speak with them about that prior authorization.

Speaker speaker_2: Okay. Could you give me that number so I can write it down just for my records or do you have it?

Speaker speaker_1: Of course. Yep, let me know when you're ready.

Speaker speaker_2: Okay. I'm ready.

Speaker speaker_1: It's 800-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... 256-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... 8606.

Speaker speaker_2: Let's see. I see that number's not on here. Okay. All right. Well, I thank you so much for your time and your help. I hope you have a good day.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day as well.

Speaker speaker_2: Thank you.