

Transcript: Pearl

Rojas-6046447956180992-6217282293645312

Full Transcript

Thank you for calling APL. Your call may be monitored or recorded for quality assurance purposes. 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 1. For verification of benefits, questions about your claim or medical bill, or if you need assistance filing a claim, press 2. For questions about group premium billing, press 3. For customer service or new business, ID cards, address changes, or policy changes, press 4. If you are a broker calling for the broker resources team, press 7. Ta- 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 representative. All of our representatives are currently assisting other customers. Please continue to hold or press star to leave a callback number and retain your position in line, and the next available representative will call you back. Good morning. Thank you for calling APL. My name is Alicia. How may I help you? Hi, Alicia. My name is Dionne, calling from our providers *****. I'm calling regarding a claim for a patient. Would you be able to assist me? It would be my pleasure to assist you. And I'm sorry, what was your name? It's Dionne, D-I-O-N. Last initial is R, as in Robert. Perfect, thank you. And what is your office? Did you say your name was Alicia or Alisa? Alicia. A-L-I-C-I-A. First initial of my last name is L, as in Lima. And what is the callback number? 701-780-5220. Thank you, Dionne. And the patient's policy number? It's 025-205-62... And what is the patient's name and their birth? Mm-hmm. Anthony Haffner, 12/13/1973. Okay. We have him as Timothy Haffner. Yes. What did I say? Timothy Haffner. Anthony. Hello? Oh my God. Can you repeat- I'm sorry. I'm reading another patient's file. It's Timothy. Oh my God. Timothy P. Haffner. 12/13/1973. I'm sorry. Mm-hmm. I looking at more than one claim. Sorry. No, you are fine. I mean, I get it. We have so much stuff in front of us sometimes, it gets- ... it gets easy to do, isn't it? I'm sorry. It's not a problem. Oh, pardon. No, I'll be happy to assist you with that claim information. Do you have a claim number or do we need to check claim status? No claim number, but I do have the date of service and the billed amount. All right. What is that date of service? October 1... October 1, 2010. And the billed amount is \$233 even. What is the facility name? It's Altru Health System or Altru Hospital. And I apologize, what did you say that billed amount was? \$233 even. And what is the CPT, if you don't mind? It is 73630 and 99212. Well, the last dollar is 730. Okay. Let me check, because I have a claim for that date of service with that CPT for Altru Health Systems for \$60. Oh, that's from the professional billing. The one that I gave you is from the facility billing for \$233. Okay. I'm not sure if you received it. If not, I can send it again. I don't need to verify. Yeah, I am not showing a claim on file for that date of service for \$233. Oh, okay. All right. I'll just go ahead and send it. And the mailing address we

have on file is PO Box 21704, um, what's that... How is that pronounced? Eagen, Eggman? Eagan? Minnesota. 5... Yeah, 55121. Is that the correct, um, address? It is correct. Yes, ma'am. Okay. I thought that *****. I get it. I mean, all these words and names. No. I get it. I'm not used to it. Oh, God. Do you have a reference number, my dear? It's going to be my name and today's date. And today's date. Mm-hmm. Okay. All right. I'm going to send that over to you, and I really appreciate your help. Okay? Well, Dionne, it has been such a pleasure to assist you today, and thank you for calling APL. Hope you have a wonderful day. You too. Thank you so much. Thank you. And bye-bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling APL. Your call may be monitored or recorded for quality assurance purposes. 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 1. For verification of benefits, questions about your claim or medical bill, or if you need assistance filing a claim, press 2. For questions about group premium billing, press 3. For customer service or new business, ID cards, address changes, or policy changes, press 4. If you are a broker calling for the broker resources team, press 7. Ta- 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 representative. All of our representatives are currently assisting other customers. Please continue to hold or press star to leave a callback number and retain your position in line, and the next available representative will call you back.

Speaker speaker_1: Good morning. Thank you for calling APL. My name is Alicia. How may I help you?

Speaker speaker_2: Hi, Alicia. My name is Dionne, calling from our providers *****. I'm calling regarding a claim for a patient. Would you be able to assist me?

Speaker speaker_1: It would be my pleasure to assist you. And I'm sorry, what was your name?

Speaker speaker_2: It's Dionne, D-I-O-N. Last initial is R, as in Robert.

Speaker speaker_1: Perfect, thank you. And what is your office?

Speaker speaker_2: Did you say your name was Alicia or Alisa?

Speaker speaker_1: Alicia. A-L-I-C-I-A. First initial of my last name is L, as in Lima. And what is the callback number?

Speaker speaker_2: 701-780-5220.

Speaker speaker_1: Thank you, Dionne. And the patient's policy number?

Speaker speaker_2: It's 025-205-62...

Speaker speaker_1: And what is the patient's name and their birth? Mm-hmm.

Speaker speaker_2: Anthony Haffner, 12/13/1973.

Speaker speaker_1: Okay. We have him as Timothy Haffner.

Speaker speaker_2: Yes. What did I say?

Speaker speaker_1: Timothy Haffner. Anthony.

Speaker speaker_2: Hello? Oh my God.

Speaker speaker_1: Can you repeat-

Speaker speaker_2: I'm sorry. I'm reading another patient's file. It's Timothy. Oh my God. Timothy P. Haffner. 12/13/1973. I'm sorry.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I looking at more than one claim. Sorry.

Speaker speaker_1: No, you are fine. I mean, I get it. We have so much stuff in front of us sometimes, it gets- ... it gets easy to do, isn't it?

Speaker speaker_2: I'm sorry.

Speaker speaker_1: It's not a problem.

Speaker speaker_2: Oh, pardon.

Speaker speaker_1: No, I'll be happy to assist you with that claim information. Do you have a claim number or do we need to check claim status?

Speaker speaker_2: No claim number, but I do have the date of service and the billed amount.

Speaker speaker_1: All right. What is that date of service?

Speaker speaker_2: October 1... October 1, 2010. And the billed amount is \$233 even.

Speaker speaker_1: What is the facility name?

Speaker speaker_2: It's Altru Health System or Altru Hospital.

Speaker speaker_1: And I apologize, what did you say that billed amount was?

Speaker speaker_2: \$233 even.

Speaker speaker_1: And what is the CPT, if you don't mind?

Speaker speaker_2: It is 73630 and 99212. Well, the last dollar is 730.

Speaker speaker_1: Okay. Let me check, because I have a claim for that date of service with that CPT for Altru Health Systems for \$60.

Speaker speaker_2: Oh, that's from the professional billing. The one that I gave you is from the facility billing for \$233.

Speaker speaker_1: Okay.

Speaker speaker_2: I'm not sure if you received it. If not, I can send it again. I don't need to verify.

Speaker speaker_1: Yeah, I am not showing a claim on file for that date of service for \$233.

Speaker speaker_2: Oh, okay. All right. I'll just go ahead and send it. And the mailing address we have on file is PO Box 21704, um, what's that... How is that pronounced? Eagen, Eggman?

Speaker speaker_1: Eagan?

Speaker speaker_2: Minnesota. 5... Yeah, 55121. Is that the correct, um, address?

Speaker speaker_1: It is correct. Yes, ma'am.

Speaker speaker_2: Okay. I thought that *****.

Speaker speaker_1: I get it. I mean, all these words and names.

Speaker speaker_2: No.

Speaker speaker_1: I get it.

Speaker speaker_2: I'm not used to it. Oh, God. Do you have a reference number, my dear?

Speaker speaker_1: It's going to be my name and today's date.

Speaker speaker_2: And today's date.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay. All right. I'm going to send that over to you, and I really appreciate your help. Okay?

Speaker speaker_1: Well, Dionne, it has been such a pleasure to assist you today, and thank you for calling APL. Hope you have a wonderful day.

Speaker speaker_2: You too. Thank you so much.

Speaker speaker_1: Thank you. And bye-bye.

Speaker speaker_2: All right. Bye-bye.