

Transcript: Pearl

Rojas-6337831499251712-6127243682693120

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Pearl speaking with. Hi, Laura Alves. And how can I assist you? Hi. So, I'm relatively new to this particular insurance. I enrolled, I want to say November. And it's, it's strange because the, I guess, the agency that uses this particular provider, um, it goes week to week. So, for whatever reason, I thought I had coverage in December of 2024. And my, um, the office where I get my annual, they said that 90 degrees wasn't covering me. But by, by, on my online system, it looked like I... e- everything was active on, on my payroll side, whatever. So, I just wanted to follow up and see what, where the disconnect is and how I can fix it. Okay, what's the name of this company that you work for? Uh, Clinical Staffing Resources. Okay. And the last four digits of your Social? 4193. All righty. And if you can confirm your address and date of birth for me. Yep. It's 273 Earl Avenue, Lynbrook, 11563. And then, um, date of birth is June 30, '78. Okay. And what's your state? State? New York. Okay, do I have your phone number as 917-776-7145? Yes. Can I have your email address as blauralee, laura, lauralee@gmed.com? Yep. All righty. Let's take a look here. And when was the date of service? When did you, um, when did they tell you that, that 90 days was covered? December... December 11. Let's take a look here. So, on December 11, you did have coverage. Did you provide them, um, and you provided them the 90-degree benefits card, the one that says preventive services? Absolutely, yeah. So- And can you- So, in your system, it shows I'm covered there- For that date, uh- But- ... you're currently not active- Yeah. ... but that, for that date you were. That's what, that's what I don't understand because I swear I verified it, of course, when online and I figured the online should match what you have. Um, and she's telling me that someone on your end, I mean, the, this is what the medical office billing whatever, uh, at, at the doctor's office, they said that they spoke to someone on your end and an agent had said, "Oh, no, she wasn't covered for them," which is why the claim was rejected. But, but if you're showing... so what, should I just have her resubmit then? Um, yeah, I would, I would have- It's just bizarre. Yeah, I would... required to me. Um, yeah, I would just have her submit it again, um, or I can transfer you over to the insurance company. If you have that, the paperwork for it, um, I can search, uh, transfer you over to the insurance carrier and you can speak with them about getting that, um, filed again. However you prefer, 'cause you did have preventative health and medical for that day. Um, so if it was your annual physical, it should have been covered. Right. Um, and then would, would the x-rays, um, not x-rays, excuse me, the, um, blood work, would that have been covered as well? Um- As far as you know. The blood work, I'm not certain. Okay. All right, um, all right, I'm just gonna call them and have them resubmit it 'cause w-, um, if, if you transfer me, w- what did you say was the other option? What would I be doing? Um, to spea- uh, speak with them about filing the claim yourself. Oh, no, yeah, I want them to do it. Okay. All right, thank

you for your help. I appreciate it. No problem. No problem, you have a great day.

Conversation Format

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

Speaker speaker_1: Good morning. Thank you for calling Benefits in a Card. My name is Pearl speaking with.

Speaker speaker_2: Hi, Laura Alves.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Hi. So, I'm relatively new to this particular insurance. I enrolled, I want to say November. And it's, it's strange because the, I guess, the agency that uses this particular provider, um, it goes week to week. So, for whatever reason, I thought I had coverage in December of 2024. And my, um, the office where I get my annual, they said that 90 degrees wasn't covering me. But by, by, on my online system, it looked like I... e- everything was active on, on my payroll side, whatever. So, I just wanted to follow up and see what, where the disconnect is and how I can fix it.

Speaker speaker_1: Okay, what's the name of this company that you work for?

Speaker speaker_2: Uh, Clinical Staffing Resources.

Speaker speaker_1: Okay. And the last four digits of your Social?

Speaker speaker_2: 4193.

Speaker speaker_1: All righty. And if you can confirm your address and date of birth for me.

Speaker speaker_2: Yep. It's 273 Earl Avenue, Lynbrook, 11563. And then, um, date of birth is June 30, '78.

Speaker speaker_1: Okay. And what's your state?

Speaker speaker_2: State? New York.

Speaker speaker_1: Okay, do I have your phone number as 917-776-7145?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I have your email address as blauralee, laura, lauralee@gmed.com?

Speaker speaker_2: Yep.

Speaker speaker_1: All righty. Let's take a look here. And when was the date of service? When did you, um, when did they tell you that, that 90 days was covered?

Speaker speaker_2: December... December 11.

Speaker speaker_1: Let's take a look here. So, on December 11, you did have coverage. Did you provide them, um, and you provided them the 90-degree benefits card, the one that says preventive services?

Speaker speaker_2: Absolutely, yeah. So-

Speaker speaker_1: And can you-

Speaker speaker_2: So, in your system, it shows I'm covered there-

Speaker speaker_1: For that date, uh-

Speaker speaker_2: But-

Speaker speaker_1: ... you're currently not active-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... but that, for that date you were.

Speaker speaker_2: That's what, that's what I don't understand because I swear I verified it, of course, when online and I figured the online should match what you have. Um, and she's telling me that someone on your end, I mean, the, this is what the medical office billing whatever, uh, at, at the doctor's office, they said that they spoke to someone on your end and an agent had said, "Oh, no, she wasn't covered for them," which is why the claim was rejected. But, but if you're showing... so what, should I just have her resubmit then?

Speaker speaker_1: Um, yeah, I would, I would have-

Speaker speaker_2: It's just bizarre.

Speaker speaker_1: Yeah, I would... required to me. Um, yeah, I would just have her submit it again, um, or I can transfer you over to the insurance company. If you have that, the paperwork for it, um, I can search, uh, transfer you over to the insurance carrier and you can speak with them about getting that, um, filed again. However you prefer, 'cause you did have preventative health and medical for that day. Um, so if it was your annual physical, it should have been covered.

Speaker speaker_2: Right. Um, and then would, would the x-rays, um, not x-rays, excuse me, the, um, blood work, would that have been covered as well?

Speaker speaker_1: Um-

Speaker speaker_2: As far as you know.

Speaker speaker_1: The blood work, I'm not certain.

Speaker speaker_2: Okay. All right, um, all right, I'm just gonna call them and have them resubmit it 'cause w-, um, if, if you transfer me, w- what did you say was the other option? What would I be doing?

Speaker speaker_1: Um, to spea- uh, speak with them about filing the claim yourself.

Speaker speaker_2: Oh, no, yeah, I want them to do it.

Speaker speaker_1: Okay.

Speaker speaker_2: All right, thank you for your help. I appreciate it.

Speaker speaker_1: No problem. No problem, you have a great day.