

Transcript: Sara

Marulanda-4677023000870912-6120286631149568

Full Transcript

Thank you for calling- thank you for calling Benefits In A Cart. My name is Sarah. May I have your name, please? Hi. Yes. My name is Joan. I'm calling from Good Sam- I'm calling from St. Joseph's Hospital. I'm trying to get some clarification on a denial. Okay, ma'am. Um, what is the name of the member? Colleen Lim. Can you spell that for me, please? C-O-L-L-E-E-N. And the last name? L-I-M. P as in Peter. O-L-L-E-E-N. And last name? So C as in Charlie. Oh, Colleen. O as in Oscar, L as in Larry, L as in Larry. E as in echo, E as in echo. N as in Nas- uh, Nancy. Okay. I got Ms. Colleen. Okay. She has been with two companies. Give me a minute, please. When was the service done? February 10th, 2025. Okay. Hold on. I'm- I'm waiting for the system to download. Okay. Where are you calling from? I'm sorry? St. Joseph's Hospital. Okay. And this service was on February 10th, you say? February 10th through February 11th, 2025. Okay. And what was the service for? It was an emergency room visit. Do you have the, uh, claim number? Mm. Let's see. Pension policy reference. Policy claim number 3576544. Okay. And it was denied? It's saying, "We are awaiting information to confirm eligibility from benefits in a card." Are you... What does that mean? Who are you waiting for the eligibility from? I think they said that, uh, when... Okay. The- It takes 45 days minimum for the claim to clear up. So, I think that's what they mean that they have to wait for the 45 min- uh, 45 days. But, uh, in this case, I'm going to send an email to the main office for them to confirm anything or verify that it is, uh, if it was denied or if it's going to be paid, and I will give you a call back. Could you please give me a number where I can reach you again? Sure. My direct line is 465-6242. 6242 direct line. Okay. Yes. Let me get in touch with them. Okay. And then as soon as I get any information back, I will be contacting you. Okay? Thank you so much for your help. Is there a call reference number? Yes. It will be... Okay. Today's- today's date. Okay. And- and the letters S-A-R-A-M. Perfect. Thank you for your help again. You're more than welcome. Have a wonderful day, and thank you for calling Benefits In A Cart. Thank you. You too. Bye. Thank you.

Conversation Format

Speaker None: Thank you for calling- thank you for calling Benefits In A Cart. My name is Sarah. May I have your name, please? Hi. Yes. My name is Joan. I'm calling from Good Sam- I'm calling from St. Joseph's Hospital. I'm trying to get some clarification on a denial. Okay, ma'am. Um, what is the name of the member? Colleen Lim. Can you spell that for me, please? C-O-L-L-E-E-N. And the last name? L-I-M. P as in Peter. O-L-L-E-E-N. And last name? So C as in Charlie. Oh, Colleen. O as in Oscar, L as in Larry, L as in Larry. E as in echo, E as in echo. N as in Nas- uh, Nancy. Okay. I got Ms. Colleen. Okay. She has been with

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