

Transcript: Sara

Marulanda-5275395482370048-5726921099231232

Full Transcript

Thank you... Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Um, is this where I would call to speak with someone about a claim? Okay. We are the healthcare administrators for different staffing companies. Who do I am speaking with? This is Lucinda Adams. Hello, Ms. Adams. Um, okay, um, uh, which company are you working with? What, what temporary agency? Um, ATC Healthcare. Okay. And may I have the last four of your Social just to, uh, locate you in the system? 9360. Thank you very much. Uh, Ms. Adams, uh, just for security purposes, can you please verify your address and date of birth? 7401 Blackman Road, Apartment 1405, Columbus, Georgia 31909, 3/29/60. Okay. And is your email, margemom3@yahoo.com? Yes. And is your phone number 681-0210? Yes. Thank you very much, ma'am. Okay. Um, so, when was the service done? 3/22. I've already spoken with someone by the name of Amanda. Amanda? Yeah, Amanda. I spoke with someone named Amanda. Okay. And, uh, uh, what did she tells you? Okay. Um, she told me that the claim, according to the doctor's office, wasn't sent. So I called myself and the doctor's order- office gave me the claim number, the date it was sent out, and the date that it was denied by APL. But it shouldn't have been for APL. It should have been... Uh, I don't know how y'all separate them, I guess, a doctor's visit. It wasn't a hospital visit. So what it told- Amanda told me that... Excuse me? It was a doctor visit? Yes. Okay. So that would be under 90 Degrees. Um, okay. We don't have any Amanda here- Uh-huh. ... in the office. It's... So I'm assuming, um- Okay. Did you know what is Amanda from? So this number, this number on the card then, that it tells you to call, 800-833-4296. Okay. Give me a minute. Let me download- That's the only number on the card. Okay. L- let me download the card. Give me just a minute, please. To check the number. You still calling me? This is not what I ordered. This is not what I ordered. What's going on? Because you should have two, two ID cards. One will be your supplement and the other one's your... I mean, your medical and the other one's your hospital infirmity. I got, I got one card from you guys. So just give me one minute. And on here it says member, vision, pharmacy, medical. Uh, on the back there's it says providers and vision. Medical claim submission, 90 Degree Benefit. And that's- Mm-hmm. ... for medical benefit verification customer service, call 90 Degree Benefit and that's this number, this 800-833-4296. Okay, hold on. I'm downloading the card. Give me just one minute, please. Okay, hold on, please. Okay. 800... Okay, 2-5 Multiplan. 833-4296. Okay. This number is- Now who the hell am I calling? What is happening? Okay, this number here is 800-497-4856. Okay. I didn't dial that number though. I dialed 800-833-4296 but there's not a choice on there for claims. Okay. So how do I get to the claims department- Okay. This is what I'm going to do. ... and benefits? Sure. Sure, ma'am. Yes. Don't worry about it. I'm going to transfer your call with them, okay? Thank you. 93- I don't know why... Hello? Ma'am. Yes. Uh-huh. I'm listening. 93- Okay. Okay, Ms. Lucinda. I'm going to transfer your call with 90 Degrees. Um, I

don't know why that sent you directly to us. Um, we're the administrators. We're not in 90 Degrees directly. But, um, that's what I'm asking to Amanda because we don't have Amanda here. So, but I think she's with, uh, with 90 Degrees. So let me transfer your call with them. Before I do that, ma'am, is there anything else that I can help you with before I transfer your call? Is this APL? No. Is that what you are? No. We are 93- Okay. No. Then no. No, we're not. Oh. Okay. So let me- No. Then I, I need to be transferred. Okay, ma'am. Just a minute while I transfer your call with them. Okay. Um, okay. Let me transfer your call with them. Before I do that, is there anything else that I can help you with? No. 93- All righty, ma'am. So thank you for calling Benefits in a Card. Have a wonderful day, ma'am. Thank you. You're welcome.

Conversation Format

Speaker None: Thank you... Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Um, is this where I would call to speak with someone about a claim? Okay. We are the healthcare administrators for different staffing companies. Who do I am speaking with? This is Lucinda Adams. Hello, Ms. Adams. Um, okay, um, uh, which company are you working with? What, what temporary agency? Um, ATC Healthcare. Okay. And may I have the last four of your Social just to, uh, locate you in the system? 9360. Thank you very much. Uh, Ms. Adams, uh, just for security purposes, can you please verify your address and date of birth? 7401 Blackman Road, Apartment 1405, Columbus, Georgia 31909, 3/29/60. Okay. And is your email, margemom3@yahoo.com? Yes. And is your phone number 681-0210? Yes. Thank you very much, ma'am. Okay. Um, so, when was the service done? 3/22. I've already spoken with someone by the name of Amanda. Amanda? Yeah, Amanda. I spoke with someone named Amanda. Okay. And, uh, uh, what did she tells you? Okay. Um, she told me that the claim, according to the doctor's office, wasn't sent. So I called myself and the doctor's order- office gave me the claim number, the date it was sent out, and the date that it was denied by APL. But it shouldn't have been for APL. It should have been... Uh, I don't know how y'all separate them, I guess, a doctor's visit. It wasn't a hospital visit. So what it told- Amanda told me that... Excuse me? It was a doctor visit? Yes. Okay. So that would be under 90 Degrees. Um, okay. We don't have any Amanda here- Uh-huh. ... in the office. It's... So I'm assuming, um- Okay. Did you know what is Amanda from? So this number, this number on the card then, that it tells you to call, 800-833-4296. Okay. Give me a minute. Let me download- That's the only number on the card. Okay. L- let me download the card. Give me just a minute, please. To check the number. You still calling me? This is not what I ordered. This is not what I ordered. What's going on? Because you should have two, two ID cards. One will be your supplement and the other one's your... I mean, your medical and the other one's your hospital infirmity. I got, I got one card from you guys. So just give me one minute. And on here it says member, vision, pharmacy, medical. Uh, on the back there's it says providers and vision. Medical claim submission, 90 Degree Benefit. And that's- Mm-hmm. ... for medical benefit verification customer service, call 90 Degree Benefit and that's this number, this 800-833-4296. Okay, hold on. I'm downloading the card. Give me just one minute, please. Okay, hold on, please. Okay. 800... Okay, 2-5 Multiplan. 833-4296. Okay. This number is- Now who the hell am I calling? What is happening? Okay, this number here is 800-497-4856. Okay. I didn't dial that number though. I dialed 800-833-4296 but there's not a

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