

Transcript: Sara

Marulanda-5813361181900800-4985957737742336

Full Transcript

Thank you for calling, thank you for calling Benefits UNICOR. My name is Sarah. May I have your name, please? Sarah, this is Sara from provider's office. Can you please assist me with the eligibility and benefits? Okay, I'm sorry. You say, this is Sarah from a provided office? And what is your name? Sara. Okay. And, uh, you're calling from a provided office. Uh, do you need to verify coverage? Uh, yes, because on the- Okay, may I- ... website I'm unable to, uh... mm-hmm. Okay, may I have the name of the patient? It's, uh, Carolyn Pinkney. Could you spell that- P-E-N-K-N-E-Y. ... for me, please? Sure. First name is C-A-R-O-L-Y-N. Last name is Pinkney, P-I-N-K-N-E-Y. P-I-N-T, what else? P- No, no. P-I-N, K as in igloo- K as in cater. ... N as in... P as in Peter, I as in igloo, N as in Nancy, K as in kilo, N as in Nancy, E as in echo, O as in Yankee. Okay, hold on. The first letter, is that a P or a V? P, Peter. V as in Victor? P as in Peter. V as in Victor. What else? No, it's P as in Papa. P as in Papa- Oh, P as in potato. ... I as in... Okay. Yes. I as in igloo. Mm-hmm. N as in Nancy, A as in kilo, N as in Nancy, E as in echo, Y as in Yankee. Pinkney. Okay. Hold on, please. Okay. Do you know her address? Because I have two different, uh, person with that name and last name, or if you know the date of birth. Yes, I know. Uh, it's October 17th, 1967. Are you guys located on Pennsylvania? Yes. Okay. And, uh, do you know her phone number, just to verify that I have the correct person? Uh, phone number for, uh... For the patient. The, uh... Patient? Okay. 267-804-0936. Okay. Okay, Miss, uh, Caroline Pinkney does not have any coverage with us. Okay, that's why I'm unable to pull out the coverage. So we have billed it to, uh, can you please tell, tell me, uh, when it was exhausted? Was, uh, she have ever any coverage with you, historical coverage? Okay. The only time she got coverage with... ah, do, do, do, do. Okay, hold on. The farthest I ha- Hold on, please. Mm-hmm. May 15 through December 31, but those are from... Oh, no, no. Okay, hold on. Give me just a minute, please. We got December 1st, 2023, to April 7th, 2024. Then April 7th... I mean, April 15 '24 to April 28th, 2024. And then one more week on May 20 '24 from the 6th to the 12th. When was the service done? 6/12 you said? 6/12/2024? Uh, it was May from the 6th to the 12th, on 2024. Yeah, June 12, 2024. Okay, my, my date of services are, uh... give me a second. Okay, wait. It's, um, September- Wait for, for my notes. Where are you calling from? Uh, I was calling for the claims, because I am unable to check the sta-, uh, eligibility and, uh, status over the website. Okay, but hold on. Let, let's go step by step. What is the name of your office? Temple University. Tempaly? Temple, T-E-M-P-L-E. Temple University. Temple University, okay. And your name is? Sara. Good age? What? Okay. When was the service done? Services was, services was prior to December 2023. December 2023. I need the exact day. Uh, my date of birth. Okay, sure. Exact date of services are, give me a second. September '21, 2023, September 13, 1-3, 2023, September '12, 2023, and, uh, last is October 10, 2024. Wow. Okay, hold on. I need to open another page. Okay. Let me write it down. Okay, we got September '12.... 2023. 12, uh, 13.

Yes. And what else? Um, just give me a second. 20, uh, 21. 12, 13 and 21 of September 2023, is that correct? Well, September 12, September 13 and September 21 of 2023. All right. Okay, so let me check this in other page because we- Okay. ... don't have that, um, that here on this page. Hold on. Okay, September... Mm-hmm. ... and 27th. Okay, and what, wha- eh, what service was that for? That services? Okay. Was that for m- m- medical, vision, dental? Yes, a medical, medical. Medical, okay. Mm-hmm. Okay, this member, she got cove... active coverage from September... Well, before that as well, but I'm going to give you just September. Uh, from the 4th to October the 1st. The whole month of, uh, September, she got active coverage. Okay. So from September 4, 2023 to October 1, 2023, medical coverage. Okay. Thank you. Yes, I'm just giving you the September date. She got more coverage, but just to clarify, the- it's September, she got coverage all September month. Mm-hmm. And, uh, there's one more. October 10, 2024. All right, hold on. October 10. But she don't have coverage by then. October 10, 2024, she's not? Okay. No, she does not have coverage by then. Okay, but when I checked with this, uh, member ID over the website, I am unable to check the eligibility. No, the... I think, I don't know if the website will give you that information. I know we can see that here on the system. Okay, and also I'm unable to check because, uh, I'm u- I'm unable to check the claim status with, uh, as well. I'm sorry, what is status? I'm not even able to check the claim status over the portal. You need to contact A- APL directly. I'm going to give you their information, okay? Uh, okay. Just a minute, please. The other one you said was October 10, right? Mm-hmm. 24. Can I give you... Oh, okay. I get the phone number for you. Mm-hmm. You said it was for medical, right? Yes. She is more sensitive to insurance itself as we go through this guide. Okay, I'm going to give you the phone number. Let me know whenever you're ready. Yes, ready. It is 800-497-4856. Uh, this is the number of which department? Sorry, ma'am, it's breaking up. Can you repeat that for me? Yes. Can you please tell me the department name? I'm sorry, can you repeat that for me? This number belongs to whom? Oh, that's from APL. That's the carrier of the insurance. APL carrier. APL, American Public Life. And I'm going to transfer your call with them, okay? Can I get the call reference for this call? Yes, it is S-A-R-A-M. Uh-huh. 04072000. Okay. Please transfer my call. Okay. Sure, let me transfer you. Before I do that, is there anything else that I can help you with? No, that's all. All righty. So have a great day and thank you for calling Benefits in a Cart.

Conversation Format

Speaker None: Thank you for calling, thank you for calling Benefits UNICOR. My name is Sarah. May I have your name, please? Sarah, this is Sara from provider's office. Can you please assist me with the eligibility and benefits? Okay, I'm sorry. You say, this is Sarah from a provided office? And what is your name? Sara. Okay. And, uh, you're calling from a provided office. Uh, do you need to verify coverage? Uh, yes, because on the- Okay, may I- ... website I'm unable to, uh... mm-hmm. Okay, may I have the name of the patient? It's, uh, Carolyn Pinkney. Could you spell that- P-E-N-K-N-E-Y. ... for me, please? Sure. First name is C-A-R-O-L-Y-N. Last name is Pinkney, P-I-N-K-N-E-Y. P-I-N-T, what else? P- No, no. P-I-N, K as in igloo- K as in cater. ... N as in... P as in Peter, I as in igloo, N as in Nancy, K as in kilo, N as in Nancy, E as in echo, O as in Yankee. Okay, hold on. The first letter, is that a P or a V? P, Peter. V as in Victor? P as in Peter. V as in Victor. What else? No, it's P as in Papa. P as in

Papa- Oh, P as in potato. ... I as in... Okay. Yes. I as in igloo. Mm-hmm. N as in Nancy, A as in kilo, N as in Nancy, E as in echo, Y as in Yankee. Pinkney. Okay. Hold on, please. Okay. Do you know her address? Because I have two different, uh, person with that name and last name, or if you know the date of birth. Yes, I know. Uh, it's October 17th, 1967. Are you guys located on Pennsylvania? Yes. Okay. And, uh, do you know her phone number, just to verify that I have the correct person? Uh, phone number for, uh... For the patient. The, uh... Patient? Okay. 267-804-0936. Okay. Okay, Miss, uh, Caroline Pinkney does not have any coverage with us. Okay, that's why I'm unable to pull out the coverage. So we have billed it to, uh, can you please tell, tell me, uh, when it was exhausted? Was, uh, she have ever any coverage with you, historical coverage? Okay. The only time she got coverage with... ah, do, do, do, do. Okay, hold on. The farthest I ha- Hold on, please. Mm-hmm. May 15 through December 31, but those are from... Oh, no, no. Okay, hold on. Give me just a minute, please. We got December 1st, 2023, to April 7th, 2024. Then April 7th... I mean, April 15 '24 to April 28th, 2024. And then one more week on May 20 '24 from the 6th to the 12th. When was the service done? 6/12 you said? 6/12/2024? Uh, it was May from the 6th to the 12th, on 2024. Yeah, June 12, 2024. Okay, my, my date of services are, uh... give me a second. Okay, wait. It's, um, September- Wait for, for my notes. Where are you calling from? Uh, I was calling for the claims, because I am unable to check the sta-, uh, eligibility and, uh, status over the website. Okay, but hold on. Let, let's go step by step. What is the name of your office? Temple University. Tempaly? Temple, T-E-M-P-L-E. Temple University. Temple University, okay. And your name is? Sara. Good age? What? Okay. When was the service done? Services was, services was prior to December 2023. December 2023. I need the exact day. Uh, my date of birth. Okay, sure. Exact date of services are, give me a second. September '21, 2023, September 13, 1-3, 2023, September '12, 2023, and, uh, last is October 10, 2024. Wow. Okay, hold on. I need to open another page. Okay. Let me write it down. Okay, we got September '12.... 2023. 12, uh, 13. Yes. And what else? Um, just give me a second. 20, uh, 21. 12, 13 and 21 of September 2023, is that correct? Well, September 12, September 13 and September 21 of 2023. All right. Okay, so let me check this in other page because we- Okay. ... don't have that, um, that here on this page. Hold on. Okay, September... Mm-hmm. ... and 27th. Okay, and what, wha- eh, what service was that for? That services? Okay. Was that for m- m- medical, vision, dental? Yes, a medical, medical. Medical, okay. Mm-hmm. Okay, this member, she got cove... active coverage from September... Well, before that as well, but I'm going to give you just September. Uh, from the 4th to October the 1st. The whole month of, uh, September, she got active coverage. Okay. So from September 4, 2023 to October 1, 2023, medical coverage. Okay. Thank you. Yes, I'm just giving you the September date. She got more coverage, but just to clarify, the- it's September, she got coverage all September month. Mm-hmm. And, uh, there's one more. October 10, 2024. All right, hold on. October 10. But she don't have coverage by then. October 10, 2024, she's not? Okay. No, she does not have coverage by then. Okay, but when I checked with this, uh, member ID over the website, I am unable to check the eligibility. No, the... I think, I don't know if the website will give you that information. I know we can see that here on the system. Okay, and also I'm unable to check because, uh, I'm u- I'm unable to check the claim status with, uh, as well. I'm sorry, what is status? I'm not even able to check the claim status over the portal. You need to contact A-APL directly. I'm going to give you their information, okay? Uh, okay. Just a minute, please. The other one you said was October 10, right? Mm-hmm. 24. Can I give you... Oh, okay. I get

the phone number for you. Mm-hmm. You said it was for medical, right? Yes. She is more sensitive to insurance itself as we go through this guide. Okay, I'm going to give you the phone number. Let me know whenever you're ready. Yes, ready. It is 800-497-4856. Uh, this is the number of which department? Sorry, ma'am, it's breaking up. Can you repeat that for me? Yes. Can you please tell me the department name? I'm sorry, can you repeat that for me? This number belongs to whom? Oh, that's from APL. That's the carrier of the insurance. APL carrier. APL, American Public Life. And I'm going to transfer your call with them, okay? Can I get the call reference for this call? Yes, it is S-A-R-A-M. Uh-huh. 04072000. Okay. Please transfer my call. Okay. Sure, let me transfer you. Before I do that, is there anything else that I can help you with? No, that's all. All righty. So have a great day and thank you for calling Benefits in a Cart.