

Transcript: VICTORIA

Taylor-5909865059893248-5611158137520128

Full Transcript

Your call- Hello? ... may be monitored or recorded for quality assurance purposes. Hello? Hey, this is Steven? Yes, it is. Hey, this is Victoria with Benefits Center Card. I, I, hang on one second. Let me put you on speakerphone 'cause I'm driving. Okay. Are you there? Yeah, I'm here. Okay. Um, so I'm just giving you a call back. Uh, this is for the medical insurance with Surge. Right. Um, so we did take a look and see what's going on. It looks like it, um, is actually a billing issue, so we are actively working on getting that fixed for you. Um, unfortunately, the coverage is not gonna show in our systems or the carrier's systems, um, as active until later this week. Okay. Um... Yeah. I was just wondering because I went to my doctor today and they, they, they just sent me a message. And where d- I swear to god, where did you call, 'cause they literally just sent me a message like five minutes ago from Kroger saying that they had a issue with my, my provider. Oh, gotcha. And then you called, yeah. Um, did you have to pay out of pocket for that doctor's appointment? No. No, I didn't have to pay for it. It, it used to be like a, uh, like a drug... It, it, it's like a drug thing, uh, they got here in Columbus. It's called Southeast. I- It's like, uh, counseling and then, uh, uh, they, they give people Vivitrol shots and stuff like that, like a community thing. Okay. So I, I don't know. Yeah, so I don't know. I'm, I, I just been going there since I been out of prison, so I don't know what they charge for. Gotcha. Well, if you do res- receive a bill for it, um, you can later submit a claim with the insurance carrier because once we get everything fixed, it will show that your coverage is active for this week. So if that's- Right. ... something that the coverage will, you know, provide, if, if your plan will provide coverage for, you can submit a claim for the, uh, insurance carrier about it later if you get a bill. Okay, so like, so, so, uh, later this week, you'll call. Y- you guys will have it cleared up probably? Yeah. Um, from what I'm showing based off the information I've been given, it, everything should be in our systems as showing active later this week. Okay, so you can give me my, uh, my ID number I need? So with that being said, it, it, once the coverage becomes active and it's reflecting active, then that's when the ID cards are being made. Typically, we don't have access to the ID cards and policy information until at least 72 business hours of the coverage being active. So, um, it, it might take some time to get the ID cards 'cause what we're- All right. Well- ... having to do is we're having to manually update your coverage in our systems to show active, and then once we get that fixed- Okay. ... then we update the carriers, which it typically takes about 24 hours for the carriers to be updated. All right. So, so roughly, hypothetically, by this weekend I'll be able to get my meds in? Maybe? So, I mean, we're, we're not open on the weekends. Uh, if you wanna try and call us back Friday, we can pull back up your file and see if the coverage is showing active in our systems. Um, but I can't guarantee that the ID cards and policy information is gonna be available because that is not made until typically coverage is showing active. All right. I gotcha. That's when we- Yeah, so it might be, it might be something that you have to pay out

of pocket, and then later submit a claim with the insurance carrier. Yeah, I just, I'm thinking it'll probably be next week, but that's fine because my, because my, uh, I'm not gonna be able to get my meds till this weekend, as soon as this weekend anyway 'cause it hasn't been 30 days since the last time. Okay. I'm just trying to get a rough idea, you know what I mean? I understand. Yeah, it, like I said, as far as like getting you, showing you active in the system, I know for sure that should be up to date by the end of this week. The only thing I'm unsure about is the policy information because like I said- Okay. ... that's not even made until the carriers are aware that your coverage is active. Okay. All right. That's fine. So there might be a delay in that. But either way, you can call us back next week or this Friday, and we can, you know, pull back your up, pull back your, your file up and see where you are and see if we have access to that policy information. If anything- Okay. ... you may have to pay out of pocket if you need that medication right away, um, and then just submit a claim with the insurance carrier. All right. I appreciate you calling me and you have a wonderful day. Thank you. Yes, sir. You too. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call-

Speaker speaker_1: Hello?

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

Speaker speaker_1: Hello?

Speaker speaker_2: Hey, this is Steven?

Speaker speaker_1: Yes, it is.

Speaker speaker_2: Hey, this is Victoria with Benefits Center Card.

Speaker speaker_1: I, I, hang on one second. Let me put you on speakerphone 'cause I'm driving.

Speaker speaker_2: Okay.

Speaker speaker_1: Are you there?

Speaker speaker_2: Yeah, I'm here.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, so I'm just giving you a call back. Uh, this is for the medical insurance with Surge.

Speaker speaker_1: Right.

Speaker speaker_2: Um, so we did take a look and see what's going on. It looks like it, um, is actually a billing issue, so we are actively working on getting that fixed for you. Um, unfortunately, the coverage is not gonna show in our systems or the carrier's systems, um, as

active until later this week.

Speaker speaker_1: Okay.

Speaker speaker_2: Um...

Speaker speaker_1: Yeah. I was just wondering because I went to my doctor today and they, they, they just sent me a message. And where d- I swear to god, where did you call, 'cause they literally just sent me a message like five minutes ago from Kroger saying that they had a issue with my, my provider.

Speaker speaker_2: Oh, gotcha.

Speaker speaker_1: And then you called, yeah.

Speaker speaker_2: Um, did you have to pay out of pocket for that doctor's appointment?

Speaker speaker_1: No. No, I didn't have to pay for it. It, it used to be like a, uh, like a drug... It, it, it's like a drug thing, uh, they got here in Columbus. It's called Southeast. I- It's like, uh, counseling and then, uh, uh, they, they give people Vivitrol shots and stuff like that, like a community thing.

Speaker speaker_2: Okay.

Speaker speaker_1: So I, I don't know. Yeah, so I don't know. I'm, I, I just been going there since I been out of prison, so I don't know what they charge for.

Speaker speaker_2: Gotcha. Well, if you do res- receive a bill for it, um, you can later submit a claim with the insurance carrier because once we get everything fixed, it will show that your coverage is active for this week. So if that's-

Speaker speaker_1: Right.

Speaker speaker_2: ... something that the coverage will, you know, provide, if, if your plan will provide coverage for, you can submit a claim for the, uh, insurance carrier about it later if you get a bill.

Speaker speaker_1: Okay, so like, so, so, uh, later this week, you'll call. Y- you guys will have it cleared up probably?

Speaker speaker_2: Yeah. Um, from what I'm showing based off the information I've been given, it, everything should be in our systems as showing active later this week.

Speaker speaker_1: Okay, so you can give me my, uh, my ID number I need?

Speaker speaker_2: So with that being said, it, it, once the coverage becomes active and it's reflecting active, then that's when the ID cards are being made. Typically, we don't have access to the ID cards and policy information until at least 72 business hours of the coverage being active. So, um, it, it might take some time to get the ID cards 'cause what we're-

Speaker speaker_1: All right. Well-

Speaker speaker_2: ... having to do is we're having to manually update your coverage in our systems to show active, and then once we get that fixed-

Speaker speaker_1: Okay.

Speaker speaker_2: ... then we update the carriers, which it typically takes about 24 hours for the carriers to be updated.

Speaker speaker_1: All right. So, so roughly, hypothetically, by this weekend I'll be able to get my meds in? Maybe?

Speaker speaker_2: So, I mean, we're, we're not open on the weekends. Uh, if you wanna try and call us back Friday, we can pull back up your file and see if the coverage is showing active in our systems. Um, but I can't guarantee that the ID cards and policy information is gonna be available because that is not made until typically coverage is showing active.

Speaker speaker_1: All right. I gotcha. That's when we-

Speaker speaker_2: Yeah, so it might be, it might be something that you have to pay out of pocket, and then later submit a claim with the insurance carrier.

Speaker speaker_1: Yeah, I just, I'm thinking it'll probably be next week, but that's fine because my, because my, uh, I'm not gonna be able to get my meds till this weekend, as soon as this weekend anyway 'cause it hasn't been 30 days since the last time.

Speaker speaker_2: Okay.

Speaker speaker_1: I'm just trying to get a rough idea, you know what I mean?

Speaker speaker_2: I understand. Yeah, it, like I said, as far as like getting you, showing you active in the system, I know for sure that should be up to date by the end of this week. The only thing I'm unsure about is the policy information because like I said-

Speaker speaker_1: Okay.

Speaker speaker_2: ... that's not even made until the carriers are aware that your coverage is active.

Speaker speaker_1: Okay. All right. That's fine.

Speaker speaker_2: So there might be a delay in that. But either way, you can call us back next week or this Friday, and we can, you know, pull back your up, pull back your, your file up and see where you are and see if we have access to that policy information. If anything-

Speaker speaker_1: Okay.

Speaker speaker_2: ... you may have to pay out of pocket if you need that medication right away, um, and then just submit a claim with the insurance carrier.

Speaker speaker_1: All right. I appreciate you calling me and you have a wonderful day. Thank you.

Speaker speaker_2: Yes, sir. You too.

Speaker speaker_1: Bye.

Speaker speaker_2: Bye-bye.