

Transcript: VICTORIA

Taylor-6018203252998144-5543295330861056

Full Transcript

Thank you for calling Benefits Center Card. This is Victoria. How can I help you? Hi, my name is Nikki. I'm calling on behalf of Bailey Dental Group and I'm just looking to get the status of a claim. Oh, okay. Um, so we're just the benefits administrators. I can look up the patient's file and see if the coverage was active during the date of service. Um, but- Okay. ... for a status on the actual claim, you'll have to contact the, uh, insurance carrier directly. Okay. Um, do you have the last four of the patient's Social? Um, I do. 641... Well, I guess I have the policy ID number. Okay. Um, I don't have a way to look it up by that. I can try a different way. What's their pho- uh, first and last name? Holly Kotchman. Is that H-O-L-L-Y? Yes. And then how do you spell the last name? K-O-T-C-H-M-A-N. Would you be able to verify their date of birth and address? Date of birth is 1/15/85. Address I have on file is 2630 Reeves Road in Riley, Michigan 48041. Okay. Let's see. And what was the, uh, date of service? Um, January 29th of 2025. All right, so it looks like it was, uh, the coverage was active during that date of service. Mm. So the insurance company, which is APL- Mm-hmm. ... um, it's pending because they're waiting for confirmation of eligibility from your company. So I'm just trying to get this, see what, if I, there's anything I can do to get this paid before the patient's gonna have a balance. Um, yeah, I'm, I'm not too sure. I know it can take about 30 to 45 business days for a claim to be processed. Um, and like I said, we, to my knowledge, we don't handle anything with claims. Okay. Um, well, I mean, like, what... Again, the insurance is waiting on eligibility confirmation from you guys. So is there any way that we can put in a request to, like, get that over to them so they can process a claim? Di- did you receive, like, a letter stating that? Yes. Okay. That's just a general letter that they send out letting, acknowledging the claim. But again, to my knowledge, here in the custo- customer service department, there is nothing we can do about claims because we don't handle claims at all. Um, I'm sure they have some type of process of verifying that with us. I'm just not aw- aware of what that is. Okay. I will let the patient know. Thank you. You're welcome. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, my name is Nikki. I'm calling on behalf of Bailey Dental Group and I'm just looking to get the status of a claim.

Speaker speaker_0: Oh, okay. Um, so we're just the benefits administrators. I can look up the patient's file and see if the coverage was active during the date of service. Um, but-

Speaker speaker_1: Okay.

Speaker speaker_0: ... for a status on the actual claim, you'll have to contact the, uh, insurance carrier directly.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, do you have the last four of the patient's Social?

Speaker speaker_1: Um, I do. 641... Well, I guess I have the policy ID number.

Speaker speaker_0: Okay. Um, I don't have a way to look it up by that. I can try a different way. What's their pho- uh, first and last name?

Speaker speaker_1: Holly Kotchman.

Speaker speaker_0: Is that H-O-L-L-Y?

Speaker speaker_1: Yes.

Speaker speaker_0: And then how do you spell the last name?

Speaker speaker_1: K-O-T-C-H-M-A-N.

Speaker speaker_0: Would you be able to verify their date of birth and address?

Speaker speaker_1: Date of birth is 1/15/85. Address I have on file is 2630 Reeves Road in Riley, Michigan 48041.

Speaker speaker_0: Okay. Let's see. And what was the, uh, date of service?

Speaker speaker_1: Um, January 29th of 2025.

Speaker speaker_0: All right, so it looks like it was, uh, the coverage was active during that date of service.

Speaker speaker_1: Mm. So the insurance company, which is APL-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... um, it's pending because they're waiting for confirmation of eligibility from your company. So I'm just trying to get this, see what, if I, there's anything I can do to get this paid before the patient's gonna have a balance.

Speaker speaker_0: Um, yeah, I'm, I'm not too sure. I know it can take about 30 to 45 business days for a claim to be processed. Um, and like I said, we, to my knowledge, we don't handle anything with claims.

Speaker speaker_1: Okay. Um, well, I mean, like, what... Again, the insurance is waiting on eligibility confirmation from you guys. So is there any way that we can put in a request to, like, get that over to them so they can process a claim?

Speaker speaker_0: Di- did you receive, like, a letter stating that?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. That's just a general letter that they send out letting, acknowledging the claim. But again, to my knowledge, here in the custo- customer service department, there is nothing we can do about claims because we don't handle claims at all. Um, I'm sure they have some type of process of verifying that with us. I'm just not aw- aware of what that is.

Speaker speaker_1: Okay. I will let the patient know. Thank you.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: Bye-bye.