

Transcript: VICTORIA

Taylor-6702725076664320-4814302883659776

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. My name is Karen. Um, I am calling from a dental office. I'm just trying to get some information on, um, kind of the holdup on a patient's claim being processed. Um, the insurance company is American Public Life Insurance Company. We sent a claim to them. We received an EOB saying that they're awaiting information to confirm eligibility from Benefits in a Card. Um, apparently, they said they received premium checks from you guys weekly, um, and they've received premium checks for dates before the date of service for our patient and after, but nothing for this date of service. And I'm just kinda trying to find out what the holdup might be. 'Cause I had called, uh, um, Benefits in a Card previously a few weeks ago when we first received this EOB and was told that the patient was eligible on the date of service. Okay. Um- Mm-hmm. And what's the name of the dental office that you're calling from? Yeah. It's Dr. Cynthia Tyler. Okay. Let me pull up their file. What- Do you have the last four of their social? Um, I have like a policy ID number, if that works. Yeah, I don't have a way to search it by that, unfortunately. Do you have their first and last name? Um, yeah. So first name is Brenton, B-R-E-N-T-O-N. Last name is Cameron, C-A-M-E-R-O-N. Date of birth is 6/21/97. Okay. So I called on January 13th. I was told he was eligible on that date of service. Then American Public Life says that as long as he's eligible once they receive the premium from you guys, um, which apparently that check comes weekly, then his claim would be processed. But when I just checked with them again, they said they're still waiting for that check, although they've received checks for people that were eligible like after that date of service or something, so... Okay. Would you be able to verify the address as well? Um, for him? Yeah. Yeah. His address is- well, the mailing address, so PO Box 27 Snohomish, Washington 98290. Okay, but the date of birth is 6/21/97? Correct. Okay. Give me one second. Okay. What was the date of service? Um, date of service was December 19th of '24. Hmm. Yeah, I see the coverage was active during that time. Okay. But apparently they haven't received... And she said it's not just for this patient per se, they just haven't received, like, the premium check for the week of 12/19 or whatever, you know, week that falls under. Um, and so they can't process our claim until they get the check from APL or from Benefits in a Card. So I don't know if it's like a different department I need to speak to, but I'm just trying to figure out what, like what the holdup is. Um, because she said they've received premium checks for like, you know, later weeks, like later in December or even the beginning of January, but just not this specific week. To be honest with you, I, I'm not too sure. The only thing that I would be able to do on my end is escalate this to the, um, the manager over the account and see if there's anything that they can do on their end to get APL up to dated. Okay. If you could, I mean, I would appreciate that just 'cause I feel like we're- like it's caught in limbo. You know what I'm saying? Yeah. Like, you guys, and then, you know, I get the... Yeah. So I don't, I don't know where to

go just to figure out what needs to be done. Like, somebody- I'll make sure. To get this claim processed. Yeah. Um, so we don't handle anything with the claims on our end, but I will definitely go ahead and pass along the, um, the message that APL is not up to date with the coverage on that week. Okay. That would be great. Yeah. It just sounds like it's that specific week from the person that I spoke to last at APL. Okay. All righty. Well, I will go ahead and- Okay. Well, thank you so much, Victoria. Yes, ma'am. You have a wonderful day. Thanks. You too. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, Victoria. My name is Karen. Um, I am calling from a dental office. I'm just trying to get some information on, um, kind of the holdup on a patient's claim being processed. Um, the insurance company is American Public Life Insurance Company. We sent a claim to them. We received an EOB saying that they're awaiting information to confirm eligibility from Benefits in a Card. Um, apparently, they said they received premium checks from you guys weekly, um, and they've received premium checks for dates before the date of service for our patient and after, but nothing for this date of service. And I'm just kinda trying to find out what the holdup might be. 'Cause I had called, uh, um, Benefits in a Card previously a few weeks ago when we first received this EOB and was told that the patient was eligible on the date of service.

Speaker speaker_0: Okay. Um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And what's the name of the dental office that you're calling from?

Speaker speaker_1: Yeah. It's Dr. Cynthia Tyler.

Speaker speaker_0: Okay. Let me pull up their file. What- Do you have the last four of their social?

Speaker speaker_1: Um, I have like a policy ID number, if that works.

Speaker speaker_0: Yeah, I don't have a way to search it by that, unfortunately. Do you have their first and last name?

Speaker speaker_1: Um, yeah. So first name is Brenton, B-R-E-N-T-O-N. Last name is Cameron, C-A-M-E-R-O-N. Date of birth is 6/21/97.

Speaker speaker_0: Okay.

Speaker speaker_1: So I called on January 13th. I was told he was eligible on that date of service. Then American Public Life says that as long as he's eligible once they receive the premium from you guys, um, which apparently that check comes weekly, then his claim would

be processed. But when I just checked with them again, they said they're still waiting for that check, although they've received checks for people that were eligible like after that date of service or something, so...

Speaker speaker_0: Okay. Would you be able to verify the address as well?

Speaker speaker_1: Um, for him? Yeah. Yeah. His address is- well, the mailing address, so PO Box 27 Snohomish, Washington 98290.

Speaker speaker_0: Okay, but the date of birth is 6/21/97?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Give me one second.

Speaker speaker_1: Okay.

Speaker speaker_0: What was the date of service?

Speaker speaker_1: Um, date of service was December 19th of '24. Hmm.

Speaker speaker_0: Yeah, I see the coverage was active during that time.

Speaker speaker_1: Okay. But apparently they haven't received... And she said it's not just for this patient per se, they just haven't received, like, the premium check for the week of 12/19 or whatever, you know, week that falls under. Um, and so they can't process our claim until they get the check from APL or from Benefits in a Card. So I don't know if it's like a different department I need to speak to, but I'm just trying to figure out what, like what the holdup is. Um, because she said they've received premium checks for like, you know, later weeks, like later in December or even the beginning of January, but just not this specific week.

Speaker speaker_0: To be honest with you, I, I'm not too sure. The only thing that I would be able to do on my end is escalate this to the, um, the manager over the account and see if there's anything that they can do on their end to get APL up to dated.

Speaker speaker_1: Okay. If you could, I mean, I would appreciate that just 'cause I feel like we're- like it's caught in limbo. You know what I'm saying?

Speaker speaker_0: Yeah.

Speaker speaker_1: Like, you guys, and then, you know, I get the... Yeah. So I don't, I don't know where to go just to figure out what needs to be done. Like, somebody-

Speaker speaker_0: I'll make sure.

Speaker speaker_1: To get this claim processed.

Speaker speaker_0: Yeah. Um, so we don't handle anything with the claims on our end, but I will definitely go ahead and pass along the, um, the message that APL is not up to date with the coverage on that week.

Speaker speaker_1: Okay. That would be great. Yeah. It just sounds like it's that specific week from the person that I spoke to last at APL.

Speaker speaker_0: Okay. All righty. Well, I will go ahead and-

Speaker speaker_1: Okay. Well, thank you so much, Victoria.

Speaker speaker_0: Yes, ma'am. You have a wonderful day.

Speaker speaker_1: Thanks. You too. Bye-bye.

Speaker speaker_0: Bye-bye.