

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Um, yes. I received this letter. I, I want to, I want to know what it is about. Well, what does it say? It says, "We are awaiting information to confirm eligibility from Benefits in a Card. Upon receipt of this information, we will continue processing your claim. If you have any questions, please call." Okay. So it sounds like that a claim was submitted to, I believe that's American Public Life, and they're currently working on processing that claim for a, for a medical visit, and they're just double-checking that their systems show that you had active coverage or that there was active coverage for the date of service, um, for whenever that visit was. Um, they're kind of double-checking that against our - I- is this our patient? I'm s- uh, who am I speaking with? Uh, because this is a medical office, and I received this letter saying that, uh, there's no name- So if you- ... of claimant, nothing. So it sounds like this is a claim that your office submitted to American Public Life for a patient- Oh, okay. ... that recently came through your doors. R- Ryan, uh, Patterson? Would that be our patient, I guess? I, I wouldn't know. We are a plan administrator for enrollment for m- like about 40 to 50 different employers, so I wouldn't know exactly who you're speaking about. Um, if there's any sort of information regarding a claim that you submitted, um, you would need to reach out to American Public Life directly for that kind of help. Um, if you don't- Um- ... have their phone number, I can give that to you. Yeah, because they gave this number. I'm calling, I thought it was, uh, American Public Life. No. The number that you c- that they've provided, I'm not sure why they provided this for any claims information, because w- we can't do that, but they provided you the enrollment admin's number, not their own number. Let me know when you're ready- Yeah, okay. ... and I can give you- Let me have the- ... them their phone number. ... number then. Yeah. Thank you. Their number is 800-256-8606. 256-8606. All right. Thank you. We'll call it. Thank you. Have a good day. You're, you're welcome. Have a good day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_1: Um, yes. I received this letter. I, I want to, I want to know what it is about.

Speaker speaker_0: Well, what does it say?

Speaker speaker_1: It says, "We are awaiting information to confirm eligibility from Benefits in a Card. Upon receipt of this information, we will continue processing your claim. If you have

any questions, please call."

Speaker speaker_0: Okay. So it sounds like that a claim was submitted to, I believe that's American Public Life, and they're currently working on processing that claim for a, for a medical visit, and they're just dou- double-checking that their systems show that you had active coverage or that there was active coverage for the date of service, um, for whenever that visit was. Um, they're kind of double-checking that against our -

Speaker speaker_1: I- is this our patient?

Speaker speaker_0: I'm s- uh, who am I speaking with?

Speaker speaker_1: Uh, because this is a medical office, and I received this letter saying that, uh, there's no name-

Speaker speaker_0: So if you-

Speaker speaker_1: ... of claimant, nothing.

Speaker speaker_0: So it sounds like this is a claim that your office submitted to American Public Life for a patient-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... that recently came through your doors.

Speaker speaker_1: R- Ryan, uh, Patterson? Would that be our patient, I guess?

Speaker speaker_0: I, I wouldn't know. We are a plan administrator for enrollment for m- like about 40 to 50 different employers, so I wouldn't know exactly who you're speaking about. Um, if there's any sort of information regarding a claim that you submitted, um, you would need to reach out to American Public Life directly for that kind of help. Um, if you don't-

Speaker speaker_1: Um-

Speaker speaker_0: ... have their phone number, I can give that to you.

Speaker speaker_1: Yeah, because they gave this number. I'm calling, I thought it was, uh, American Public Life.

Speaker speaker_0: No. The number that you c- that they've provided, I'm not sure why they provided this for any claims information, because w- we can't do that, but they provided you the enrollment admin's number, not their own number. Let me know when you're ready-

Speaker speaker_1: Yeah, okay.

Speaker speaker_0: ... and I can give you-

Speaker speaker_1: Let me have the-

Speaker speaker_0: ... them their phone number.

Speaker speaker_1: ... number then. Yeah. Thank you.

Speaker speaker_0: Their number is 800-256-8606.

Speaker speaker_1: 256-8606. All right. Thank you. We'll call it. Thank you. Have a good day.

Speaker speaker_0: You're, you're welcome. Have a good day.