

Transcript: Chris Sofield

(deactivated)-5955756195004416-6162551756767232

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Oh, yes. Hi, Chris. My name is Carmelina and I'm calling from OB Hospital, Tennessee. I just spoke with APL in regards to a member, um, account and they stated that the member, um, coverage had termed with you all, but she said I would need to contact you all <|hr|> Um, in regards to needing a physical copy of, um, state and when their coverage terminated. Okay. Um, yeah, what's the... What was the pa-... Uh, what's the patient's first and last name? The patient's first name is Makaylyn, and that's M-A-K-A-Y-L-Y-N, and last name is Holiday, H-O-L-L-I-D-A-Y. Makaylyn Holiday. And... and this Holiday's date of birth? It is December 1st, 1999. Okay. Final question, and I'm not sure if you would have the answer to this, uh, but without this I really wouldn't be able to help. Um, do you by chance- Yes. ... know who her employer was at the time of service? Uh. Gosh, no, 'cause I'm just going off of... Well, let me see. Yeah, no, 'cause we actually have her employer as unknown. Um- Hmm. Okay. I'm trying to see. Do y'all have any- But- Do y'all have an image of her ID card by chance? Let me see. Um, 'cause, you know, unfortunately we was affected by this cyber attack, so I'm just trying to see what information we do have. Um- I understand. D- 'Cause the only- Yeah. ... the only reason I ask is that, um, we have two files for Ms. Holiday, uh, all exact same information, um, under two different employers, both with inactive coverage. So- Okay. Well, I can- ... without them- I can't tell... I can tell you this. Um, the one did they state her coverage termed on July 1st, 2023, and I do have a policy ID. Um, actually, uh, the... While the ID won't help me just because unfortunately I can't pull anything up with that, that's all gonna be through APL- Right. Um, if you have it- Mm-hmm. ... if you have the group number, I can at least figure out who, who the employer is based off of that. Okay, let's see. Hopefully it's in here. Yes, I have it as 70051. 70051. Okay. One moment. Yes. Let me check who that's supposed to correspond with. Okay. Thank you. 70051 is this employer, so I look at this file. Got it. All right. Okay. I think we're in business. Okay. Uh, and you said you just needed to know when coverage termed? Well, I know when the coverage termed 'cause they did tell me that. It turned on July 2nd- July 2nd. ... um, 2023. The issue... Right, the issue is, the member has another, um, poli-... Um, another insurance policy through someone else, medical insurance policy, and in order for us to even get reimbursed, we would need to show them a copy of when that... Like a physical copy from you all of when that coverage termed, um, because they're still showing the member as having this coverage. Okay. All right. Let me... One moment. Let me look into something. Thank you. Mm-hmm. Because while, um- Okay. ... while we have... We, we do have documentation that we can s-... Uh, that we can process that shows that coverage is no longer active. Um- Yeah. Typically, uh, typically that is sent, um, v- uh, via email. Uh, we d-... Uh, not like- Okay. ... a physical copy of anything like that. But let me, let me check if there are

other ways for us to send that or if, um, if you're able to receive it via email, uh, we, we may be able to do that. Yeah. If there is an email ???- Yeah, you can send it via... Yeah. Um, it... And that would be great if you can send it by email. It should come directly to me. Okay. Yeah. Let me, um... Let me get... Uh, is, is this an... Is this your direct inbox that I'd be sending it to, then? Yes. Okay. Uh, what's, what's, what's that email address? Um, it's c... And this is all lowercase. C as in Charlie, B-L-A-K-E-L-Y for Blakely and O as in Oscar... O-O-B. B as in Bravo, H as in Henry, G as in George.com. So it should be cblakely@obhg.com. Okay. All right, then. Um, what I'll do then is I will send you... I'll go ahead and work on processing this document. It will show- Okay. Um, now you just... Uh, you just need the, uh, just this for her medical coverage, correct? Yes. Just the medical. All right. Yeah. So I will... I'll go ahead and process this document uh, um, and make it, uh, show it just for her medical policy, show when it- Okay. ... uh, the, uh, range it was effective for and then from, uh- Okay. And then I'll send that to you directly via email. Uh, the- Okay. It'll be coming from our general in-... Uh, our general inbox, info@benefitsinacard.com. Okay. Um- Okay. So just be on the lookout for that. I will go ahead and start working on this now. You should be getting this, uh, say, within the next 10 to 15 minutes, okay? Okay. Thank you so much. And is there a call reference number, Chris? Um, that's just gonna be my first name. Before I have a conversation. Chris. Uh, C-H-Okay. ... R-I-S. Uh, my- Okay. ... uh, my initial of my last name, S as in Sam, and then today's date. Okay. All right. Well, thank you so much. I really appreciate your help. No problem. Was there anything else I might be able to help with? Um, no, that was it, and thank you. You're welcome. Thanks for calling and have a wonderful day. You as well. So long. Bye, now.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker_2: Oh, yes. Hi, Chris. My name is Carmelina and I'm calling from OB Hospital, Tennessee. I just spoke with APL in regards to a member, um, account and they stated that the member, um, coverage had termed with you all, but she said I would need to contact you all <|hr|> Um, in regards to needing a physical copy of, um, state and when their coverage terminated.

Speaker speaker_1: Okay. Um, yeah, what's the... What was the pa-... Uh, what's the patient's first and last name?

Speaker speaker_2: The patient's first name is Makaylyn, and that's M-A-K-A-Y-L-Y-N, and last name is Holiday, H-O-L-L-I-D-A-Y.

Speaker speaker_1: Makaylyn Holiday. And... and this Holiday's date of birth?

Speaker speaker_2: It is December 1st, 1999.

Speaker speaker_1: Okay. Final question, and I'm not sure if you would have the answer to this, uh, but without this I really wouldn't be able to help. Um, do you by chance-

Speaker speaker_2: Yes.

Speaker speaker_1: ... know who her employer was at the time of service?

Speaker speaker_2: Uh. Gosh, no, 'cause I'm just going off of... Well, let me see. Yeah, no, 'cause we actually have her employer as unknown. Um-

Speaker speaker_1: Hmm. Okay.

Speaker speaker_2: I'm trying to see.

Speaker speaker_1: Do y'all have any-

Speaker speaker_2: But-

Speaker speaker_1: Do y'all have an image of her ID card by chance?

Speaker speaker_2: Let me see. Um, 'cause, you know, unfortunately we was affected by this cyber attack, so I'm just trying to see what information we do have. Um-

Speaker speaker_1: I understand. D- 'Cause the only-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... the only reason I ask is that, um, we have two files for Ms. Holiday, uh, all exact same information, um, under two different employers, both with inactive coverage. So-

Speaker speaker_2: Okay. Well, I can-

Speaker speaker_1: ... without them-

Speaker speaker_2: I can't tell... I can tell you this. Um, the one did they state her coverage termed on July 1st, 2023, and I do have a policy ID.

Speaker speaker_1: Um, actually, uh, the... While the ID won't help me just because unfortunately I can't pull anything up with that, that's all gonna be through APL-

Speaker speaker_2: Right.

Speaker speaker_1: Um, if you have it-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... if you have the group number, I can at least figure out who, who the employer is based off of that.

Speaker speaker_2: Okay, let's see. Hopefully it's in here. Yes, I have it as 70051.

Speaker speaker_1: 70051. Okay. One moment.

Speaker speaker_2: Yes.

Speaker speaker_1: Let me check who that's supposed to correspond with.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: 70051 is this employer, so I look at this file. Got it. All right.

Speaker speaker_2: Okay.

Speaker speaker_1: I think we're in business.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, and you said you just needed to know when coverage termed?

Speaker speaker_2: Well, I know when the coverage termed 'cause they did tell me that. It turned on July 2nd-

Speaker speaker_1: July 2nd.

Speaker speaker_2: ... um, 2023. The issue... Right, the issue is, the member has another, um, poli-... Um, another insurance policy through someone else, medical insurance policy, and in order for us to even get reimbursed, we would need to show them a copy of when that... Like a physical copy from you all of when that coverage termed, um, because they're still showing the member as having this coverage.

Speaker speaker_1: Okay. All right. Let me... One moment. Let me look into something.

Speaker speaker_2: Thank you.

Speaker speaker_1: Mm-hmm. Because while, um-

Speaker speaker_3: Okay.

Speaker speaker_1: ... while we have... We, we do have documentation that we can s-... Uh, that we can process that shows that coverage is no longer active. Um-

Speaker speaker_2: Yeah.

Speaker speaker_1: Typically, uh, typically that is sent, um, v- uh, via email. Uh, we d-... Uh, not like-

Speaker speaker_2: Okay.

Speaker speaker_1: ... a physical copy of anything like that. But let me, let me check if there are other ways for us to send that or if, um, if you're able to receive it via email, uh, we, we may be able to do that.

Speaker speaker_2: Yeah.

Speaker speaker_1: If there is an email ???-

Speaker speaker_2: Yeah, you can send it via... Yeah. Um, it... An- and that would be great if you can send it by email. It should come directly to me.

Speaker speaker_1: Okay. Yeah. Let me, um... Let me get... Uh, is, is this an... Is this your direct inbox that I'd be sending it to, then?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Uh, what's, what's, what's that email address?

Speaker speaker_2: Um, it's c... And this is all lowercase. C as in Charlie, B-L-A-K-E-L-Y for Blakely and O as in Oscar... O-O-B. B as in Bravo, H as in Henry, G as in George.com. So it should be cblakely@obhg.com.

Speaker speaker_1: Okay. All right, then. Um, what I'll do then is I will send you... I'll go ahead and work on processing this document. It will show-

Speaker speaker_2: Okay.

Speaker speaker_1: Um, now you just... Uh, you just need the, uh, just this for her medical coverage, correct?

Speaker speaker_2: Yes. Just the medical.

Speaker speaker_1: All right. Yeah. So I will... I'll go ahead and process this document uh, um, and make it, uh, show it just for her medical policy, show when it-

Speaker speaker_2: Okay.

Speaker speaker_1: ... uh, the, uh, range it was effective for and then from, uh-

Speaker speaker_2: Okay.

Speaker speaker_1: And then I'll send that to you directly via email. Uh, the-

Speaker speaker_2: Okay.

Speaker speaker_1: It'll be coming from our general in-... Uh, our general inbox, info@benefitsinacard.com.

Speaker speaker_2: Okay.

Speaker speaker_1: Um-

Speaker speaker_2: Okay.

Speaker speaker_1: So just be on the lookout for that. I will go ahead and start working on this now. You should be getting this, uh, say, within the next 10 to 15 minutes, okay?

Speaker speaker_2: Okay. Thank you so much. And is there a call reference number, Chris?

Speaker speaker_1: Um, that's just gonna be my first name.

Speaker speaker_2: Before I have a conversation.

Speaker speaker_1: Chris. Uh, C-H-

Speaker speaker_2: Okay.

Speaker speaker_1: ... R-I-S. Uh, my-

Speaker speaker_2: Okay.

Speaker speaker_1: ... uh, my initial of my last name, S as in Sam, and then today's date.

Speaker speaker_2: Okay. All right. Well, thank you so much. I really appreciate your help.

Speaker speaker_1: No problem. Was there anything else I might be able to help with?

Speaker speaker_2: Um, no, that was it, and thank you.

Speaker speaker_1: You're welcome. Thanks for calling and have a wonderful day.

Speaker speaker_2: You as well. So long.

Speaker speaker_1: Bye, now.