

## **Transcript: Chris Sofield**

**(deactivated)-6323561602433024-5045796819386368**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi, Chris. My name is Hope. I'm calling from a dental practice in respect of an EOB award, but there is no payment and behind it, this remark is here: "We are awaiting information to confirm eligibility for Benefits in a Card. Upon receipt of this information, we will continue processing your claim. If you have any questions, please call Benefits in a Card at 800-497-4856." So that is the reason why I called. Okay, so that documentation, um , while that does state to get in contact with us if you have any questions, that is a little bit, uh, I don't want to say misleading, but it's not full- it's not fully... 'Cause all we, all we are is we're just the enrollment admin for the place of employment. We have nothing to do with the claim itself. What is happening is that American Public Life, who is the actual insurance company, is checking to see that coverage was active on the date of service. So if you, if you need any assistance or con- confirmation regarding the claim itself, you actually need to contact American Public Life. Um, if you need it, I can give you their phone number. Okay, just... All right, let me know when you're ready. I'm ready. The number to call is going to be 800-256-8606. Thank you. You're welcome. And I have a good day. Thank you. I need to...

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Hi, Chris. My name is Hope. I'm calling from a dental practice in respect of an EOB award, but there is no payment and behind it, this remark is here: "We are awaiting information to confirm eligibility for Benefits in a Card. Upon receipt of this information, we will continue processing your claim. If you have any questions, please call Benefits in a Card at 800-497-4856." So that is the reason why I called.

Speaker speaker\_1: Okay, so that documentation, um , while that does state to get in contact with us if you have any questions, that is a little bit, uh, I don't want to say misleading, but it's not full- it's not fully... 'Cause all we, all we are is we're just the enrollment admin for the place of employment. We have nothing to do with the claim itself. What is happening is that American Public Life, who is the actual insurance company, is checking to see that coverage was active on the date of service. So if you, if you need any assistance or con- confirmation

regarding the claim itself, you actually need to contact American Public Life. Um, if you need it, I can give you their phone number.

Speaker speaker\_2: Okay, just...

Speaker speaker\_1: All right, let me know when you're ready.

Speaker speaker\_2: I'm ready.

Speaker speaker\_1: The number to call is going to be 800-256-8606.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: You're welcome.

Speaker speaker\_2: And I have a good day. Thank you. I need to...