

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?
Mm-hmm. Hi. Good morning. My name is Sara. I'm calling from provider office and looking for the claim status. What's the member's first and last name? Uh, member name is Adoni Capriel and date of birth is January 16, 1995. Is that A-D-I? Um... Is that first name? Um, last name is A-B-O-N-I. All right. That's the first name? Yes. Okay, thank you. Last name Gabriel? Yes. Are they the policyholder or a dependent? Yes. He is policyholder. What's their date of birth? Date of birth in January 16, 1995. And that was A-B-O-N-I? A-D-O-N-I. D as in dog or B as in boy? D as in dog. Okay. Just give me one second. So they're not popping up with that, um, with that last name. Well, do you have the last four of their social? Um... Uh, no. Did you say Grabiell or Capriel, which is just C-A-P-R-I-E-L? Yes, yes. Capriel. Okay. I'm sorry. I, I thought you said Grabiell. I'm sorry. Um, are you guys in California? Yes. Okay. And then when is the day of the service? Uh, date of service is July 13, 2022, uh, but we submitted the appeal on July 17, 2024. Okay. Um, this member doesn't have any active coverage. But give me one second. Okay. Yeah. So th- they have never, um, active coverage. I don't see at any point that they had coverage. Hello? Oh, yes, yes. I'm not seeing - You're saying that never then... I'm not seeing that they had any type of active coverage on my end. Hmm. And what does that mean? They never had active coverage. Like, they were never enrolled to begin with. They never signed up for anything. Okay. Uh, and, uh, can you please, uh, provide me claim status? So they don't, they don't have any active coverage. They never signed up for, um, healthcare insurance through their staffing agency. They never signed up for the insurance. Okay. Thank you so much. Uh, can you please provide me your reference number? Okay. Um, it would be my name, Stephanie, and then A, which is, uh, today's date 02/07/25. Okay. Okay, thank you so much, Stephanie, and, uh, have a good day. Uh, and then, I'm sorry, what was your name, so that I can put it in the notes? Yes, um, my name is Sara. Sorry. Okay, thank you. Thank you so much.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Mm-hmm. Hi. Good morning. My name is Sara. I'm calling from provider office and looking for the claim status.

Speaker speaker_0: What's the member's first and last name?

Speaker speaker_1: Uh, member name is Adoni Capriel and date of birth is January 16, 1995.

Speaker speaker_0: Is that A-D-I?

Speaker speaker_1: Um...

Speaker speaker_0: Is that first name?

Speaker speaker_1: Um, last name is A-B-O-N-I.

Speaker speaker_0: All right. That's the first name?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, thank you. Last name Gabrial?

Speaker speaker_1: Yes.

Speaker speaker_0: Are they the policyholder or a dependent?

Speaker speaker_1: Yes. He is policyholder.

Speaker speaker_0: What's their date of birth?

Speaker speaker_1: Date of birth in January 16, 1995.

Speaker speaker_0: And that was A-B-O-N-I?

Speaker speaker_1: A-D-O-N-I.

Speaker speaker_0: D as in dog or B as in boy?

Speaker speaker_1: D as in dog.

Speaker speaker_0: Okay. Just give me one second. So they're not popping up with that, um, with that last name. Well, do you have the last four of their social?

Speaker speaker_1: Um... Uh, no.

Speaker speaker_0: Did you say Grabiell or Capriel, which is just C-A-P-R-I-E-L?

Speaker speaker_1: Yes, yes. Capriel.

Speaker speaker_0: Okay. I'm sorry. I, I thought you said Grabiell. I'm sorry. Um, are you guys in California?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then when is the day of the service?

Speaker speaker_1: Uh, date of service is July 13, 2022, uh, but we submitted the appeal on July 17, 2024.

Speaker speaker_0: Okay. Um, this member doesn't have any active coverage. But give me one second. Okay. Yeah. So th- they have never, um, active coverage. I don't see at any point that they had coverage. Hello?

Speaker speaker_1: Oh, yes, yes.

Speaker speaker_0: I'm not seeing -

Speaker speaker_1: You're saying that never then...

Speaker speaker_0: I'm not seeing that they had any type of active coverage on my end.

Speaker speaker_1: Hmm. And what does that mean?

Speaker speaker_0: They never had active coverage. Like, they were never enrolled to begin with. They never signed up for anything.

Speaker speaker_1: Okay. Uh, and, uh, can you please, uh, provide me claim status?

Speaker speaker_0: So they don't, they don't have any active coverage. They never signed up for, um, healthcare insurance through their staffing agency. They never signed up for the insurance.

Speaker speaker_1: Okay. Thank you so much. Uh, can you please provide me your reference number?

Speaker speaker_0: Okay. Um, it would be my name, Stephanie, and then A, which is, uh, today's date 02/07/25.

Speaker speaker_1: Okay. Okay, thank you so much, Stephanie, and, uh, have a good day.

Speaker speaker_0: Uh, and then, I'm sorry, what was your name, so that I can put it in the notes?

Speaker speaker_1: Yes, um, my name is Sara.

Speaker speaker_0: Sorry. Okay, thank you.

Speaker speaker_1: Thank you so much.