

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. My name is Stephanie. How can I assist you? Hi. Yes. Um, I am... I'm trying to figure out why, um, a lab claim that my provider submitted, you're saying that it's non-covered charges. They're asking me why, uh, it's saying that it's not covered when it should be. Okay. So ■■■ Um, can I... W- What's the name of the agency you work for and then the last four of your Social? Sure. It's Creative Circle and it's 826. Okay. And for security purposes, can you verify your address as well as your date of birth? Yeah. Uh, probably needs to be updated. Um, uh, my old was 548 West Deming Place, um, Apartment One, Chicago, Illinois 60614. Um, and what was the other thing? I'm sorry. Can you give me that address again? Did you say Chicago Place? Chicago, Illinois. Okay. Um, what's the address though? Like... Yeah. It's, um... I- I'm not sure if you have my old or my new. I'm assuming you have my old. It's 548 West Deming Place. Uh-huh. Apartment One. Thank you. And then what was that date of birth? March 26th, 1992. Thank you. I have, um, 630-805-4005 as the phone number. Is that still up to date? Yes. And then I have sara.elena. Yeah. Last name is... Rydelwald at gmail. Yeah. Okay. Um, what day was the service for and then what was it for? What kind of visit? Yeah. Um, it was 5/21/2024. I have the claim number if you need it. Um, it was for just a urine lab test. So May... You said 25th? 21st. 21st. Okay. So, you do have active coverage for that day, but I can't really answer if that service would be covered. So, who I need to transfer you to is the carrier. Mm-hmm. And they would be able to tell you, um, if, if it's gonna be covered or not, and why it wouldn't, if it's not. Um, but I do see that you had coverage for that month. Um, I would have to transfer you to the carrier, though. Hm. I mean, it should be covered, so, uh, the other lab work was covered. It, like... Okay. I mean, I've been trying to sol- uh, to solve this since May. I've talked to my employer, I've called you guys, I've emailed you guys, I've talked to Rush five times, I've talked to the, uh, lab place multiple times and everyone's telling me it's someone else's problem. And then, I need to talk to somebody else. Wait. When you s- when you say lab, 'cause you have different plans, so I need to know exactly which one to transfer you to, um, because we're really just the healthcare administrators for staff and agencies. Um, so we'll a- be able to tell you if you have coverage for that day or not. But to answer if that particular service is covered, who you would have to speak to is the carrier. Um... Okay. And ■■■ What, what kind of lab though? Yeah, um... It, um, just... It depends though. What kind of lab? Because you have the Insure Plus Basic and the MEC TeleRx. Those are two different carriers. That's why I need to know what kind of service it was so that I can direct you to the correct one. Yeah. It was just a standard, like, urine test. I, I, I can pull up the chart right now and show you that. Okay. Well, I can't right now 'cause I was signed out. But it was just like your, uh, like chlamydia whatever. Oh, okay. Like, I, I went in for a routine... Okay. ... uh, wellness check. Gotcha. And she said, "Get your blood

work and your, your urine tests done." So I did both of those things. It should be covered. It's not anything- Okay. ... out of the ordinary. So, that would be, um, that would be your preventative plan, which is the MEC- Right. ... TeleRx, and the carrier's name is 90 Degrees. I don't know if you wanna write that down, but... That's not who I'm calling? No, ma'am. Oh, okay. You're calling the healthcare administrators. Okay. Um, which is Benefits and a Card. This is the number that you're calling. But who I'm gonna transfer you to is the carrier, which is 90 Degrees and then- Mm-hmm. ... they're the ones who can answer that question for you. Um, I can't- Okay. ... transfer you, but if you wish, I can give you their phone number as well just in case I transfer you and the call drops, so that you can have that- Right. ... direct number. Uh, but let me know- Yep. ... when you're ready. Okay. I can take it now. Okay. Their name is 90 Degrees and the phone number is gonna be 800-833-4296, and that's extension number one. I'm gonna repeat it one more time. So, that's 800-833-4296, extension number one. Mm-hmm. Okay. Got it. Okay. Um, and I'm gonna go ahead and transfer your call, okay? Yep. I hope they're able to help you, but the carrier should confirm this information that you have questions regarding- Yeah, ■■ does. ... today. Okay? Well, thank you for your time and I'm gonna go ahead and transfer you to that carrier. Great. Thank you. Mm-hmm.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi. Yes. Um, I am... I'm trying to figure out why, um, a lab claim that my provider submitted, you're saying that it's non-covered charges. They're asking me why, uh, it's saying that it's not covered when it should be.

Speaker speaker_1: Okay.

Speaker speaker_2: So ■■

Speaker speaker_1: Um, can I... W- What's the name of the agency you work for and then the last four of your Social?

Speaker speaker_2: Sure. It's Creative Circle and it's 826.

Speaker speaker_1: Okay. And for security purposes, can you verify your address as well as your date of birth?

Speaker speaker_2: Yeah. Uh, probably needs to be updated. Um, uh, my old was 548 West Deming Place, um, Apartment One, Chicago, Illinois 60614. Um, and what was the other thing?

Speaker speaker_1: I'm sorry. Can you give me that address again? Did you say Chicago Place?

Speaker speaker_2: Chicago, Illinois.

Speaker speaker_1: Okay. Um, what's the address though? Like...

Speaker speaker_2: Yeah. It's, um... I- I'm not sure if you have my old or my new. I'm assuming you have my old. It's 548 West Deming Place.

Speaker speaker_1: Uh-huh.

Speaker speaker_2: Apartment One.

Speaker speaker_1: Thank you. And then what was that date of birth?

Speaker speaker_2: March 26th, 1992.

Speaker speaker_1: Thank you. I have, um, 630-805-4005 as the phone number. Is that still up to date?

Speaker speaker_2: Yes.

Speaker speaker_1: And then I have sara.elena.

Speaker speaker_2: Yeah.

Speaker speaker_1: Last name is...

Speaker speaker_2: Rydelwald at gmail. Yeah.

Speaker speaker_1: Okay. Um, what day was the service for and then what was it for? What kind of visit?

Speaker speaker_2: Yeah. Um, it was 5/21/2024. I have the claim number if you need it. Um, it was for just a urine lab test.

Speaker speaker_1: So May... You said 25th?

Speaker speaker_2: 21st. 21st.

Speaker speaker_1: Okay. So, you do have active coverage for that day, but I can't really answer if that service would be covered. So, who I need to transfer you to is the carrier.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And they would be able to tell you, um, if, if it's gonna be covered or not, and why it wouldn't, if it's not. Um, but I do see that you had coverage for that month. Um, I would have to transfer you to the carrier, though.

Speaker speaker_2: Hm. I mean, it should be covered, so, uh, the other lab work was covered. It, like...

Speaker speaker_1: Okay.

Speaker speaker_2: I mean, I've been trying to sol- uh, to solve this since May. I've talked to my employer, I've called you guys, I've emailed you guys, I've talked to Rush five times, I've talked to the, uh, lab place multiple times and everyone's telling me it's someone else's problem. And then, I need to talk to somebody else.

Speaker speaker_1: Wait. When you s- when you say lab, 'cause you have different plans, so I need to know exactly which one to transfer you to, um, because we're really just the healthcare administrators for staff and agencies. Um, so we'll a- be able to tell you if you have coverage for that day or not. But to answer if that particular service is covered, who you would have to speak to is the carrier. Um...

Speaker speaker_2: Okay. And ■■

Speaker speaker_1: What, what kind of lab though? Yeah, um...

Speaker speaker_2: It, um, just...

Speaker speaker_1: It depends though.

Speaker speaker_2: What kind of lab?

Speaker speaker_1: Because you have the Insure Plus Basic and the MEC TeleRx. Those are two different carriers. That's why I need to know what kind of service it was so that I can direct you to the correct one.

Speaker speaker_2: Yeah. It was just a standard, like, urine test. I, I, I can pull up the chart right now and show you that.

Speaker speaker_1: Okay.

Speaker speaker_2: Well, I can't right now 'cause I was signed out. But it was just like your, uh, like chlamydia whatever.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: Like, I, I went in for a routine...

Speaker speaker_1: Okay.

Speaker speaker_2: ... uh, wellness check.

Speaker speaker_1: Gotcha.

Speaker speaker_2: And she said, "Get your blood work and your, your urine tests done." So I did both of those things. It should be covered. It's not anything-

Speaker speaker_1: Okay.

Speaker speaker_2: ... out of the ordinary.

Speaker speaker_1: So, that would be, um, that would be your preventative plan, which is the MEC-

Speaker speaker_2: Right.

Speaker speaker_1: ... TeleRx, and the carrier's name is 90 Degrees. I don't know if you wanna write that down, but...

Speaker speaker_2: That's not who I'm calling?

Speaker speaker_1: No, ma'am.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: You're calling the healthcare administrators.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, which is Benefits and a Card. This is the number that you're calling. But who I'm gonna transfer you to is the carrier, which is 90 Degrees and then-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... they're the ones who can answer that question for you. Um, I can't-

Speaker speaker_2: Okay.

Speaker speaker_1: ... transfer you, but if you wish, I can give you their phone number as well just in case I transfer you and the call drops, so that you can have that-

Speaker speaker_2: Right.

Speaker speaker_1: ... direct number. Uh, but let me know-

Speaker speaker_2: Yep.

Speaker speaker_1: ... when you're ready.

Speaker speaker_2: Okay. I can take it now.

Speaker speaker_1: Okay. Their name is 90 Degrees and the phone number is gonna be 800-833-4296, and that's extension number one. I'm gonna repeat it one more time. So, that's 800-833-4296, extension number one.

Speaker speaker_2: Mm-hmm. Okay. Got it.

Speaker speaker_1: Okay. Um, and I'm gonna go ahead and transfer your call, okay?

Speaker speaker_2: Yep.

Speaker speaker_1: I hope they're able to help you, but the carrier should confirm this information that you have questions regarding-

Speaker speaker_2: Yeah, ■■■ does.

Speaker speaker_1: ... today. Okay? Well, thank you for your time and I'm gonna go ahead and transfer you to that carrier.

Speaker speaker_2: Great. Thank you.

Speaker speaker_1: Mm-hmm.