

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, my name is Patricia Teamer. I was calling because of a bill we received for, um, blood work, um, done back in June. And I was... I guess it... the claim was not... they were unable to process the claim. Okay. Uh, what staff and agency do you work for? It was, um, Hamilton-Wyker. My husband's no longer employed there, but, um, he was employed then in June. Okay, I can check real quick. Um, is this your husband's file though? I do need verbal permission from your husband to get in your file. Yeah, you can go ahead. Okay. Thank you. All right. Let me see. And then, what is the last four of his Social? 3411. Okay. And then, what's his first and last name? Edward Teamer. T-E-A-M-E-R. Okay, thank you. For security purposes, could you please verify the address that we have on file, as well as the date of birth? 144 Franklin Square Drive, Apartment 224, Munford, Tennessee, 38058. Date of birth is August 19th, 1964. Thank you. And then, I have the phone number of 995-9565. Yes. Then, I have his first initial, his last name, 63 at yahoo.com. Is that up to date? Yes. Okay, thank you. And then, what was the date of the service and the day? The date... And you said it was June? June 12th of this year. Okay. Okay, so it looks like he did have active coverage, and he had the VIP Classic as well as the NEC teleRx. Okay, so I would have to transfer you to the carrier, um, and then they would notify you why it wasn't covered or for what reason. And is that the 90 Degree benefit? So, you would have... So, I'm going to give you two numbers. Mm-hmm. Because he has the preventative plan which is 90 Degrees. And he also has, um... Well, he had. He had the VIP Classic which is the one that covers doctor visits that's sick, hospital visits if injured, urgent care, emergency room, and even some surgeries. So, for his preventative, it's a different carrier than the hospital indemnity one. So, if you want, I can provide both numbers. Okay. Thank you. Mm-hmm. Just to make sure, because if one doesn't, if one doesn't cover it, you never know if the other one... Right. ... will cover you. Um, let me know when you're ready though. I'm ready. So, that's for 90 Degrees which is his- Mm-hmm. ... NEC teleRx plan. That one is 800-833-4296. Mm-hmm. And that's option one. Okay. And for the VIP Classic, that one is American Public Life, or they also call it APL. That's the other carrier. And that phone number... Let me know when you're ready. Okay, I'm ready. 800-256-8606. Mm-hmm. Mm-hmm. 8606. Okay. Okay? But what I can see is for- Okay. ... that day, he did have active coverage. Mm-hmm. Uh, but you would have to contact the carrier for more information- Okay. ... regarding that specific visit. Um, did you speak to 90 Degrees already by any chance? Well, no, because we no longer have the physical cards and I didn't have any phone numbers, so I was trying- Wow, okay. ... to Google phone numbers. And I'm calling around, and no one could help me. Gotcha. Okay. So, we called Hamilton-Wyker to get this phone number. Gotcha. Okay. Yes, ma'am. Um, do you want me to transfer you to one of them? Uh,

yes, please. Um, to the... Um, can you transfer me to American Life, Public Life over? Yes, ma'am. Okay. Okay. I will go ahead and transfer your call. And then, of course, if that one doesn't work, I would try to contact 90 Degrees as well. Okay. Thank you so much. You're welcome. Have a nice day. Thank you. You, too. I'm going to go ahead and transfer your call. You're welcome. Okay.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, my name is Patricia Teamer. I was calling because of a bill we received for, um, blood work, um, done back in June. And I was... I guess it... the claim was not... they were unable to process the claim.

Speaker speaker_0: Okay. Uh, what staff and agency do you work for?

Speaker speaker_1: It was, um, Hamilton-Wyker. My husband's no longer employed there, but, um, he was employed then in June.

Speaker speaker_0: Okay, I can check real quick. Um, is this your husband's file though? I do need verbal permission from your husband to get in your file.

Speaker speaker_1: Yeah, you can go ahead.

Speaker speaker_0: Okay. Thank you. All right. Let me see. And then, what is the last four of his Social?

Speaker speaker_1: 3411.

Speaker speaker_0: Okay. And then, what's his first and last name?

Speaker speaker_1: Edward Teamer. T-E-A-M-E-R.

Speaker speaker_0: Okay, thank you. For security purposes, could you please verify the address that we have on file, as well as the date of birth?

Speaker speaker_1: 144 Franklin Square Drive, Apartment 224, Munford, Tennessee, 38058. Date of birth is August 19th, 1964.

Speaker speaker_0: Thank you. And then, I have the phone number of 995-9565.

Speaker speaker_1: Yes.

Speaker speaker_0: Then, I have his first initial, his last name, 63 at yahoo.com. Is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, thank you. And then, what was the date of the service and the day? The date... And you said it was June?

Speaker speaker_1: June 12th of this year.

Speaker speaker_0: Okay. Okay, so it looks like he did have active coverage, and he had the VIP Classic as well as the NEC teleRx. Okay, so I would have to transfer you to the carrier, um, and then they would notify you why it wasn't covered or for what reason.

Speaker speaker_1: And is that the 90 Degree benefit?

Speaker speaker_0: So, you would have... So, I'm going to give you two numbers.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Because he has the preventative plan which is 90 Degrees. And he also has, um... Well, he had. He had the VIP Classic which is the one that covers doctor visits that's sick, hospital visits if injured, urgent care, emergency room, and even some surgeries. So, for his preventative, it's a different carrier than the hospital indemnity one. So, if you want, I can provide both numbers.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Mm-hmm. Just to make sure, because if one doesn't, if one doesn't cover it, you never know if the other one...

Speaker speaker_1: Right.

Speaker speaker_0: ... will cover you. Um, let me know when you're ready though.

Speaker speaker_1: I'm ready.

Speaker speaker_0: So, that's for 90 Degrees which is his-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... NEC teleRx plan. That one is 800-833-4296.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And that's option one.

Speaker speaker_1: Okay.

Speaker speaker_0: And for the VIP Classic, that one is American Public Life, or they also call it APL. That's the other carrier. And that phone number... Let me know when you're ready.

Speaker speaker_1: Okay, I'm ready.

Speaker speaker_0: 800-256-8606.

Speaker speaker_1: Mm-hmm. Mm-hmm. 8606. Okay.

Speaker speaker_0: Okay? But what I can see is for-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that day, he did have active coverage.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Uh, but you would have to contact the carrier for more information-

Speaker speaker_1: Okay.

Speaker speaker_0: ... regarding that specific visit. Um, did you speak to 90 Degrees already by any chance?

Speaker speaker_1: Well, no, because we no longer have the physical cards and I didn't have any phone numbers, so I was trying-

Speaker speaker_0: Wow, okay.

Speaker speaker_1: ... to Google phone numbers. And I'm calling around, and no one could help me.

Speaker speaker_0: Gotcha. Okay.

Speaker speaker_1: So, we called Hamilton-Wyker to get this phone number.

Speaker speaker_0: Gotcha. Okay. Yes, ma'am. Um, do you want me to transfer you to one of them?

Speaker speaker_1: Uh, yes, please. Um, to the... Um, can you transfer me to American Life, Public Life over?

Speaker speaker_0: Yes, ma'am. Okay.

Speaker speaker_1: Okay.

Speaker speaker_0: I will go ahead and transfer your call. And then, of course, if that one doesn't work, I would try to contact 90 Degrees as well.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: Thank you. You, too.

Speaker speaker_0: I'm going to go ahead and transfer your call. You're welcome.

Speaker speaker_1: Okay.