

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, Stephanie. My name is Karen. I'm calling from a dental office, um, regarding an EOB we received, um, and it said there's questions to call this number. Okay. Yes, ma'am. How can I help you? Um, you said that- Um- ... it's re- are you trying to track coverage for a member? Basically, yeah. So, I mean, I've, I received an EOB that says, "We are awaiting information to confirm eligibility from Benefits in a Card. Upon receipt of this information, we will continue processing your claim." I don't know if it's anything that, like, we need to provide in order to get our claim processed or- Okay. Yes, ma'am. Um, let me op- open the members file up and then I'll verify. Okay. Okay. Uh, what is her h- her or his first and last name? Um, first name is Brenton. Last name is Cameron. Okay. And then their date of birth? Date of birth is 6/21/97. Okay, thank you. And you guys are in Washington? Correct, Washington State, yes. Okay. And then when was the date of the service? Um, date of service was 12/19 of '24, December 19th. Okay. Give me one second. Okay. Okay. So it looks like, yeah, it looks like the member did have active coverage. Um, to know if that visit is gonna be covered or not, I do have to transfer you the carrier, who is APL. Okay. AmericanP- But they- Okay. The EOB said to call this number so I started here, but okay. Yeah, you're fine. Okay. Um, but they definitely did have active coverage for, um, that date. You said it was a- Okay. ... 19th of December? Yes, correct, December 19th. Yes, ma'am. Yes. So it sounds like APL is maybe awaiting that information from you guys, 'cause it says, "We're awaiting information to confirm eligibility from Benefits in a Card." So I don't know if there's any record that you guys provided them with eligibility information or- Give me one second. Hmm, give me one second. Let me, let me investigate. Okay. Can I put you in a brief hold? Okay. Yeah, no problem. All right, thank you. Thank you for your hold. Um, so yes. They just do that just to double check with us that the member did have active coverage for that data service. Okay. Um, but- Okay. ... I would have to transfer you to APL. Okay. Just so that they could, um, verify that that cu- s- service will be covered, um, but they definitely- Okay. ... did have active coverage. So they did have- So do I just tell APL, like I talked to you guys when it was covered? Mm-hmm. Yes, ma'am. I mean, it seems like they're waiting for information from you, because this EOB says, you know, "We are awaiting information from Benefits in a Card." Yes. So... And I just got done verifying and they knew exactly what I was about to say. Um... Oh. So you ta- you spoke to them and verified it? Yes. So I actually spoke to- Oh. Oh, oh, okay. Not to APL, but, um- Oh, gotcha. ... to like my supervisors and they, we get- Okay. ... these kind of calls, um, often. Okay. Okay. But they kind of explained to me that it's just verification... Okay. ... from, um... I just... ... from us- But I mean, my point is... ... that they're ... that we did have this. Right. So, do you guys provide something to APL? Because, I mean, I doubt- No, ma'am, we don't. ... that you're calling and

saying he had eligibility. I doubt they're gonna just take my word for it 'cause this, you know, we specifically state they are awaiting information from Benefits- Yes. ... in a Card. And I did- And upon receiving it. Yes, ma'am, and I did, um, inform them about that, but they did tell me that- Okay. ... would have to speak to APL. Okay. Okay. I'll see if they'll take my word for it. Okay. All right. All right. Did you want me to transfer you? I can transfer you. Uh, yeah, if you can transfer me, that would be great. Okay. All right. Okay. Thank you. Well, thank you for your time. I hope you have a great day. Sure. You too. Thanks, you too. Bye-bye. ... bye.

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. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi, Stephanie. My name is Karen. I'm calling from a dental office, um, regarding an EOB we received, um, and it said there's questions to call this number.

Speaker speaker_1: Okay. Yes, ma'am. How can I help you? Um, you said that-

Speaker speaker_2: Um-

Speaker speaker_1: ... it's re- are you trying to track coverage for a member?

Speaker speaker_2: Basically, yeah. So, I mean, I've, I received an EOB that says, "We are awaiting information to confirm eligibility from Benefits in a Card. Upon receipt of this information, we will continue processing your claim." I don't know if it's anything that, like, we need to provide in order to get our claim processed or-

Speaker speaker_1: Okay. Yes, ma'am. Um, let me op- open the members file up and then I'll verify.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Uh, what is her h- her or his first and last name?

Speaker speaker_2: Um, first name is Brenton. Last name is Cameron.

Speaker speaker_1: Okay. And then their date of birth?

Speaker speaker_2: Date of birth is 6/21/97.

Speaker speaker_1: Okay, thank you. And you guys are in Washington?

Speaker speaker_2: Correct, Washington State, yes.

Speaker speaker_1: Okay. And then when was the date of the service?

Speaker speaker_2: Um, date of service was 12/19 of '24, December 19th.

Speaker speaker_1: Okay. Give me one second.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. So it looks like, yeah, it looks like the member did have active coverage. Um, to know if that visit is gonna be covered or not, I do have to transfer you the carrier, who is APL.

Speaker speaker_2: Okay. AmericanP-

Speaker speaker_1: But they-

Speaker speaker_2: Okay. The EOB said to call this number so I started here, but okay.

Speaker speaker_1: Yeah, you're fine.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, but they definitely did have active coverage for, um, that date. You said it was a-

Speaker speaker_2: Okay.

Speaker speaker_1: ... 19th of December?

Speaker speaker_2: Yes, correct, December 19th.

Speaker speaker_1: Yes, ma'am. Yes.

Speaker speaker_2: So it sounds like APL is maybe awaiting that information from you guys, 'cause it says, "We're awaiting information to confirm eligibility from Benefits in a Card." So I don't know if there's any record that you guys provided them with eligibility information or-

Speaker speaker_1: Give me one second. Hmm, give me one second. Let me, let me investigate.

Speaker speaker_2: Okay.

Speaker speaker_1: Can I put you in a brief hold?

Speaker speaker_2: Okay. Yeah, no problem. All right, thank you.

Speaker speaker_1: Thank you for your hold. Um, so yes. They just do that just to double check with us that the member did have active coverage for that data service.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, but-

Speaker speaker_2: Okay.

Speaker speaker_1: ... I would have to transfer you to APL.

Speaker speaker_2: Okay.

Speaker speaker_1: Just so that they could, um, verify that that cu- s- service will be covered, um, but they definitely-

Speaker speaker_2: Okay.

Speaker speaker_1: ... did have active coverage. So they did have-

Speaker speaker_2: So do I just tell APL, like I talked to you guys when it was covered?

Speaker speaker_1: Mm-hmm. Yes, ma'am.

Speaker speaker_2: I mean, it seems like they're waiting for information from you, because this EOB says, you know, "We are awaiting information from Benefits in a Card."

Speaker speaker_1: Yes.

Speaker speaker_2: So...

Speaker speaker_1: And I just got done verifying and they knew exactly what I was about to say. Um...

Speaker speaker_2: Oh. So you ta- you spoke to them and verified it?

Speaker speaker_1: Yes. So I actually spoke to-

Speaker speaker_2: Oh. Oh, oh, okay.

Speaker speaker_1: Not to APL, but, um-

Speaker speaker_2: Oh, gotcha.

Speaker speaker_1: ... to like my supervisors and they, we get-

Speaker speaker_2: Okay.

Speaker speaker_1: ... these kind of calls, um, often.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: But they kind of explained to me that it's just verification...

Speaker speaker_2: Okay.

Speaker speaker_1: ... from, um...

Speaker speaker_2: I just...

Speaker speaker_1: ... from us-

Speaker speaker_2: But I mean, my point is...

Speaker speaker_1: ... that they're

Speaker speaker_3: ... that we did have this.

Speaker speaker_2: Right. So, do you guys provide something to APL? Because, I mean, I doubt-

Speaker speaker_1: No, ma'am, we don't.

Speaker speaker_2: ... that you're calling and saying he had eligibility. I doubt they're gonna just take my word for it 'cause this, you know, we specifically state they are awaiting information from Benefits-

Speaker speaker_1: Yes.

Speaker speaker_2: ... in a Card.

Speaker speaker_1: And I did-

Speaker speaker_2: And upon receiving it.

Speaker speaker_1: Yes, ma'am, and I did, um, inform them about that, but they did tell me that-

Speaker speaker_2: Okay.

Speaker speaker_1: ... would have to speak to APL.

Speaker speaker_2: Okay. Okay. I'll see if they'll take my word for it.

Speaker speaker_1: Okay.

Speaker speaker_2: All right.

Speaker speaker_1: All right. Did you want me to transfer you? I can transfer you.

Speaker speaker_2: Uh, yeah, if you can transfer me, that would be great.

Speaker speaker_1: Okay. All right.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Well, thank you for your time. I hope you have a great day.

Speaker speaker_2: Sure.

Speaker speaker_1: You too.

Speaker speaker_2: Thanks, you too. Bye-bye.

Speaker speaker_3: ... bye.