Transcript: Estefania Acevedo-6030368022937600-5393513627729920

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Hi, my name is James. Last name initial is S-S in Smith. I'm calling from ... to check on a claim. Okay. Um, what's the member's first and last name? Sure. Member's first name is Erica, last name is, uh, Rosetti, and the date of birth is May 8th of 1998. You said first name Erica? Erica, yeah. And then what was that last name? Piece of Smith? Um, my, my last name? No, um, the member's. Was it Erica Smith? Oh, member last name. No, uh, it's Erica Rosetti. Maybe I can spell you. It's Romeo, Oscar, um, H, S, N. Small H, S, N. Small. Echo, Tango, Tango, India. Okay, thank you. O-R-O-S-S-E-T-T-I? Yes. Right. Okay. Rosetti. Thank you. And it was, um, May 8th of 1998? Yes. Right. Okay. One second, I'm sorry. And then, um, are you guys located in New York? Yes. And what was the service for as well as when was it? Date of service? Yes. Date of service is August... Sorry, uh, one sec. Uh, it's August 7th of 2024 with a billed amount of $247.71. And then what was the service for? What did she go in for? Uh, so yeah, so for the date of service, uh... I'm so sorry about that. Um- What was the service for? Yeah, so the service for... Mm-mm. I think, uh, it's laboratory bacteriology and microbiology. Okay. I have seen the description photo of my colleague. So, for that day she did have active coverage, but to find out if that particular visit is covered or not, I do have to c- um, transfer you to the carrier. Okay? But she did have active care- Actually... No, but, uh- She did have active coverage then. Okay. But, uh, actually, uh, for this claim, uh, the claim has been denied as PR96 non-covered charges. It doesn't state that, uh, the patient is not active for the date of service. For August 7th? Yes. Yeah. For August 7th of 2024. So for that day- Maybe I can use the same... Hmm? So for that day, I do see that she did have active coverage, um, but to find out if that certain visit that she went in for is covered or not, I do have to connect you with the carrier. But she did have active coverage for August 7th of 2024. Okay, uh- But to like verify if it was covered or not, that particular service that she went for, I would have to connect you to the carrier, and they would inform you if that's something that's covered. But she did have active coverage for that day. Oh, she's not active for the date of service? No, she was active, so she did have coverage- Okay. ... active coverage for, for August 7th, but to verify if that particular visit is covered or not, I do have to connect you to the carrier, which is American 5- Okay, got it. Uh, is it possi- possible to, uh, get the eligibility? I need eligibility. So for... So she did have active coverage, but to know if that visit is, is, um, active or not, I, I mean, if that visit's covered or not, I would have to connect you to the carrier and they would notify you. Okay. I got you. Uh- I got you. I got you, but, uh, I just need the effective date and termination date. You can transfer me the call, but you- The effective date of what? Uh, of the policy. So sh- her coverage started on June 17 of 2024 and she- Okay. ... did have active coverage since... So June 24 of the day 17. December 17? Yeah. She had, um, active coverage since

June 17 of this year.Okay, got it. Still active. And then if you want, I can go ahead and connect you to the carrier to verify if that visit was covered or not under, um, the plan that she has. But she did have active coverage for that visit of August 17... seventh. So she's been having active coverage since the 17 of June till today. So she's in active coverage. Oh, okay, okay. Wait. Okay, James. Uh, you said that, uh, she has active coverage from June 17 of 2024 to now, right? Correct. Yeah, but the date of service is August 7th of 2024, right? Yes. She has- So, it falls under- ... active coverage for that day also. Yeah, okay. But to be sure that that visit's going to be covered, I do need to transfer you to the carrier. Um, but... 'Cause I see that she's been having active coverage for all these months. Mm-hmm. But to make sure that we will cover that certain visit, I do have to connect you to America Public Life and then they would verify- Oh, sure, sure. ... if you're gonna cover it or not. Okay? Um, do you want me to give you the number as well before I transfer you? Mm-hmm. Just in case the call drops? Yeah, sure, but before that, uh, I need to know, uh, is the member has any other, um, like insurance? The member has any other insurance? Any other? So she has the hospital indemnity plan. Mm-hmm. And then she has dental and vision. Okay, so these were the plans, okay. Uh, any other, um, payer? So she has the insur- Other from American Health Plan? So she has the Insure Plus at Hand, which is your medical plan, then she has dental and vision, and right now she's within her company open enrollment, meaning she can add additional plans if she wishes to. Okay, got it. So could you please help me with the number? The phone number is going to be 800- Mm-hmm. ... 256- Mm-hmm. ... 8606. I'mma repeat it. 800-256-8606 and that's the carrier's phone number. Um, and then if you want, I can transfer your call as well. Oh, sure, you can transfer me the call. And then, um, I'm sorry, but can I get your name again? Did you say your name was John? No, my name is James. James, and then, um, you're with who again? Access Health, is that the name? Yes. Okay. All right, James, I'mma go ahead and transfer your call. I hope you have a great day. 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 Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi, my name is James. Last name initial is S-S in Smith. I'm calling from ... to check on a claim.

Speaker speaker_1: Okay. Um, what's the member's first and last name?

Speaker speaker_2: Sure. Member's first name is Erica, last name is, uh, Rosetti, and the date of birth is May 8th of 1998.

Speaker speaker_1: You said first name Erica?

Speaker speaker_2: Erica, yeah.

Speaker speaker_1: And then what was that last name? Piece of Smith?

Speaker speaker_2: Um, my, my last name?

Speaker speaker_1: No, um, the member's. Was it Erica Smith?

Speaker speaker_2: Oh, member last name. No, uh, it's Erica Rosetti. Maybe I can spell you. It's Romeo, Oscar, um, H, S, N. Small H, S, N. Small. Echo, Tango, Tango, India.

Speaker speaker_1: Okay, thank you. O-R-O-S-S-E-T-T-I?

Speaker speaker_2: Yes. Right.

Speaker speaker_1: Okay.

Speaker speaker_2: Rosetti.

Speaker speaker_1: Thank you. And it was, um, May 8th of 1998?

Speaker speaker_2: Yes. Right.

Speaker speaker_1: Okay. One second, I'm sorry. And then, um, are you guys located in New York?

Speaker speaker_2: Yes.

Speaker speaker_1: And what was the service for as well as when was it?

Speaker speaker_2: Date of service?

Speaker speaker_1: Yes.

Speaker speaker_2: Date of service is August... Sorry, uh, one sec. Uh, it's August 7th of 2024 with a billed amount of $247.71.

Speaker speaker_1: And then what was the service for? What did she go in for?

Speaker speaker_2: Uh, so yeah, so for the date of service, uh... I'm so sorry about that. Um-

Speaker speaker_1: What was the service for?

Speaker speaker_2: Yeah, so the service for... Mm-mm. I think, uh, it's laboratory bacteriology and microbiology.

Speaker speaker_1: Okay.

Speaker speaker_2: I have seen the description photo of my colleague.

Speaker speaker_1: So, for that day she did have active coverage, but to find out if that particular visit is covered or not, I do have to c- um, transfer you to the carrier. Okay? But she did have active care-

Speaker speaker_2: Actually... No, but, uh-

Speaker speaker_1: She did have active coverage then.

Speaker speaker_2: Okay. But, uh, actually, uh, for this claim, uh, the claim has been denied as PR96 non-covered charges. It doesn't state that, uh, the patient is not active for the date of service.

Speaker speaker_1: For August 7th?

Speaker speaker_2: Yes. Yeah. For August 7th of 2024.

Speaker speaker_1: So for that day-

Speaker speaker_2: Maybe I can use the same... Hmm?

Speaker speaker_1: So for that day, I do see that she did have active coverage, um, but to find out if that certain visit that she went in for is covered or not, I do have to connect you with the carrier. But she did have active coverage for August 7th of 2024.

Speaker speaker_2: Okay, uh-

Speaker speaker_1: But to like verify if it was covered or not, that particular service that she went for, I would have to connect you to the carrier, and they would inform you if that's something that's covered. But she did have active coverage for that day.

Speaker speaker_2: Oh, she's not active for the date of service?

Speaker speaker_1: No, she was active, so she did have coverage-

Speaker speaker_2: Okay.

Speaker speaker_1: ... active coverage for, for August 7th, but to verify if that particular visit is covered or not, I do have to connect you to the carrier, which is American 5-

Speaker speaker_2: Okay, got it. Uh, is it possi- possible to, uh, get the eligibility? I need eligibility.

Speaker speaker_1: So for... So she did have active coverage, but to know if that visit is, is, um, active or not, I, I mean, if that visit's covered or not, I would have to connect you to the carrier and they would notify you.

Speaker speaker_2: Okay. I got you.

Speaker speaker_1: Uh-

Speaker speaker_2: I got you. I got you, but, uh, I just need the effective date and termination date. You can transfer me the call, but you-

Speaker speaker_1: The effective date of what?

Speaker speaker_2: Uh, of the policy.

Speaker speaker_1: So sh- her coverage started on June 17 of 2024 and she-

Speaker speaker_2: Okay.

Speaker speaker_1: ... did have active coverage since... So June 24 of the day 17.

Speaker speaker_2: December 17?

Speaker speaker_1: Yeah. She had, um, active coverage since June 17 of this year.

Speaker speaker_2: Okay, got it. Still active.

Speaker speaker_1: And then if you want, I can go ahead and connect you to the carrier to verify if that visit was covered or not under, um, the plan that she has. But she did have active coverage for that visit of August 17... seventh. So she's been having active coverage since the 17 of June till today. So she's in active coverage.

Speaker speaker_2: Oh, okay, okay. Wait. Okay, James. Uh, you said that, uh, she has active coverage from June 17 of 2024 to now, right?

Speaker speaker_1: Correct.

Speaker speaker_2: Yeah, but the date of service is August 7th of 2024, right?

Speaker speaker_1: Yes. She has-

Speaker speaker_2: So, it falls under-

Speaker speaker_1: ... active coverage for that day also.

Speaker speaker_2: Yeah, okay.

Speaker speaker_1: But to be sure that that visit's going to be covered, I do need to transfer you to the carrier. Um, but... 'Cause I see that she's been having active coverage for all these months.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: But to make sure that we will cover that certain visit, I do have to connect you to America Public Life and then they would verify-

Speaker speaker_2: Oh, sure, sure.

Speaker speaker_1: ... if you're gonna cover it or not. Okay? Um, do you want me to give you the number as well before I transfer you?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Just in case the call drops?

Speaker speaker_2: Yeah, sure, but before that, uh, I need to know, uh, is the member has any other, um, like insurance? The member has any other insurance?

Speaker speaker_1: Any other? So she has the hospital indemnity plan.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then she has dental and vision.

Speaker speaker_2: Okay, so these were the plans, okay. Uh, any other, um, payer?

Speaker speaker_1: So she has the insur-

Speaker speaker_2: Other from American Health Plan?

Speaker speaker_1: So she has the Insure Plus at Hand, which is your medical plan, then she has dental and vision, and right now she's within her company open enrollment, meaning she can add additional plans if she wishes to.

Speaker speaker_2: Okay, got it. So could you please help me with the number?

Speaker speaker_1: The phone number is going to be 800-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 256-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 8606. I'mma repeat it. 800-256-8606 and that's the carrier's phone number. Um, and then if you want, I can transfer your call as well.

Speaker speaker_2: Oh, sure, you can transfer me the call.

Speaker speaker_1: And then, um, I'm sorry, but can I get your name again? Did you say your name was John?

Speaker speaker_2: No, my name is James.

Speaker speaker_1: James, and then, um, you're with who again? Access Health, is that the name?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right, James, I'mma go ahead and transfer your call. I hope you have a great day.

Speaker speaker_2: Bye-bye.