

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? Hi, Stephanie. We are calling from provider's office to check in one claim for the member. What's the policy holder's first and last name? Yeah, sure. The patient's name is Helen Conroy. Is it C-O-N-R-O-Y? R- R-O-Y. Y as in Yankee. And what's their date of birth? Yeah, sure. So the date of birth is May 2nd of 1964. Are they, um, a dependent or the policy holder? Mm-hmm. Sure, just give me one second. You said May the 2nd, 1964? She a, she's a, she's a, she's a dependent. She's a dependent? So I need the policy holder's, um, first and last name because she's not going to pull up her information. Sure. Mm-hmm. So I need the policy holder's. Yeah, sure. So the policy holder's- Mm-hmm. So the policy holder's name is Andrew Conroy. Andrew, sorry. So the patient's first name is Andrew and the last name is Conroy. A-N-D-R-E-W? Perfect. And then can I get his date of birth, please? Mm-hmm. Just give me one second. Uh... Yeah, it's not showing up on my end so we don't have the insured date of birth, so we are- It's okay. I found it with some... I, I looked at his dependents. Um, are you guys in Kentucky? Yes. Okay. Uh, when is this visit for and what was it for? Yeah, sure. So the date of this falls on July 23rd of 2024. And what was it for? Uh, so the total charge amount is \$26 even. No, what was it for? Um, actually, so this was just, uh, related to the routine venipuncture services. I'm sorry, can you repeat that? I'm having trouble hearing you. Yeah, sure. So the, the, related to, this was related to routine venipunctures. Like, w- what did they go in for? Like, what was the visit for? Yeah, that's it. So the patient go and visit and taking the treatment for routine venipunctures not requiring the skill of physician. Okay, gotcha. So, um, they did have active coverage but, um, to know if that visit is covered or not, I have to connect you to the carrier. They indeed did have active coverage but to know if that service is covered under the two plans that they have, I will have to transfer them to one of the carrier. And just... And just confirm that... Mm-hmm. Yeah, before, yeah, before that, could you please confirm whether the patient had the vision policy only or the medical coverage policy? I'm sorry? It's cu-... I'm having trouble hearing you. I'm so sorry. Yeah, no problem. I'm just asking to you that so the patient have only for vision coverage or the medical coverage. Main, which one does the patient have? So they have, um, preventative and they also have a hospital indemnity. So they have both. Okay. They have the Enhanced, which covers your hospital indemnity services such as like doctor visits, let's say, hospital visits, urgent care emergency rooms. And they also have a plan that covers preventative visits. But to know if those services are covered, that whatever it is they went to, I would... think if it is covered or not. But they did have active coverage but to know if, if that's covered, that certain visit, I do have to connect you to the carrier. So if you want, I can also provide you the contact number. Yeah, sure. So for their medical side, they're insured with APL and their phone number is 800-256-8606. Okay, just confirming. So the contact number is 8-8-0-0-8-8-4-4-6.... two, five, six, eight, six,

zero, six. No. It's 800-290... Oh, wait, wait, wait. I'm sorry. I'm sorry, I'm sorry. 800-256-8606. Yeah, that's correct. I, I already called that site, 800-256-8606. Yes, correct. That's for, um, their hospital indemnity plan and then for their preventative side, it's 90 Degrees, the carrier, and I have that number as well. Uh, okay. And you already called the number, right, 800-256-8606? Yes, but- So that is the contact number we have to contact and get the claim status? Yes. Um, I'm not sure if it's considered a preventative or a hospital indemnity service, so Imma also give you 90 Degrees' number. That would be for the preventative side. I'm not sure if it's more like a hospital indemnity or preventative. So Imma give you 90 Degrees as well. Are you ready for that number? Mm-hmm. It's 800-833- Mm-hmm. ... 4296, option one. Yeah. This is the number I called today and spoke to you. This is the number I called. Yes, 'cause, um, they have two different carriers. They have APL and they have 90 Degrees. I would call the first number first. If they don't have that claim, I would call the second one. Mm-hmm. Sure. Okay, and actually I didn't catch your name. Can I get your name? Yeah. My name is Stephanie. Oh, okay. And Stephanie, is there any auto response number with this call? Um, I would just put S031025A. Okay. Perfect. And thank you, Stephanie. And can you transfer the call to that department to get more information about the claim? Okay. Yeah, so you would just- Mm-hmm. Would you like me to transfer you to the first number? Yeah, sure. Yeah, sure. All right. Hope you have a great day. Yeah, you too.

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: Hi, Stephanie. We are calling from provider's office to check in one claim for the member.

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

Speaker speaker_1: Yeah, sure. The patient's name is Helen Conroy.

Speaker speaker_0: Is it C-O-N-R-O-Y?

Speaker speaker_1: R- R-O-Y. Y as in Yankee.

Speaker speaker_0: And what's their date of birth?

Speaker speaker_1: Yeah, sure. So the date of birth is May 2nd of 1964.

Speaker speaker_0: Are they, um, a dependent or the policy holder?

Speaker speaker_1: Mm-hmm. Sure, just give me one second.

Speaker speaker_0: You said May the 2nd, 1964?

Speaker speaker_1: She a, she's a, she's a, she's a dependent.

Speaker speaker_0: She's a dependent? So I need the policy holder's, um, first and last name because she's not going to pull up her information.

Speaker speaker_1: Sure. Mm-hmm.

Speaker speaker_0: So I need the policy holder's.

Speaker speaker_1: Yeah, sure. So the policy holder's-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So the policy holder's name is Andrew Conroy. Andrew, sorry. So the patient's first name is Andrew and the last name is Conroy.

Speaker speaker_0: A-N-D-R-E-W?

Speaker speaker_1: Perfect.

Speaker speaker_0: And then can I get his date of birth, please?

Speaker speaker_1: Mm-hmm. Just give me one second. Uh... Yeah, it's not showing up on my end so we don't have the insured date of birth, so we are-

Speaker speaker_0: It's okay. I found it with some... I, I looked at his dependents. Um, are you guys in Kentucky?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Uh, when is this visit for and what was it for?

Speaker speaker_1: Yeah, sure. So the date of this falls on July 23rd of 2024.

Speaker speaker_0: And what was it for?

Speaker speaker_1: Uh, so the total charge amount is \$26 even.

Speaker speaker_0: No, what was it for?

Speaker speaker_1: Um, actually, so this was just, uh, related to the routine venipuncture services.

Speaker speaker_0: I'm sorry, can you repeat that? I'm having trouble hearing you.

Speaker speaker_1: Yeah, sure. So the, the, related to, this was related to routine venipunctures.

Speaker speaker_0: Like, w- what did they go in for? Like, what was the visit for?

Speaker speaker_1: Yeah, that's it. So the patient go and visit and taking the treatment for routine venipunctures not requiring the skill of physician.

Speaker speaker_0: Okay, gotcha. So, um, they did have active coverage but, um, to know if that visit is covered or not, I have to connect you to the carrier. They indeed did have active coverage but to know if that service is covered under the two plans that they have, I will have to transfer them to one of the carrier.

Speaker speaker_1: And just... And just confirm that... Mm-hmm. Yeah, before, yeah, before that, could you please confirm whether the patient had the vision policy only or the medical coverage policy?

Speaker speaker_0: I'm sorry? It's cu-... I'm having trouble hearing you. I'm so sorry.

Speaker speaker_1: Yeah, no problem. I'm just asking to you that so the patient have only for vision coverage or the medical coverage. Main, which one does the patient have?

Speaker speaker_0: So they have, um, preventative and they also have a hospital indemnity. So they have both.

Speaker speaker_1: Okay.

Speaker speaker_0: They have the Enhanced, which covers your hospital indemnity services such as like doctor visits, let's say, hospital visits, urgent care emergency rooms. And they also have a plan that covers preventative visits. But to know if those services are covered, that whatever it is they went to, I would... think if it is covered or not. But they did have active coverage but to know if, if that's covered, that certain visit, I do have to connect you to the carrier. So if you want, I can also provide you the contact number.

Speaker speaker_1: Yeah, sure.

Speaker speaker_0: So for their medical side, they're insured with APL and their phone number is 800-256-8606.

Speaker speaker_1: Okay, just confirming. So the contact number is 8-8-0-0-8-8-4-4-6.... two, five, six, eight, six, zero, six.

Speaker speaker_0: No. It's 800-290... Oh, wait, wait, wait. I'm sorry. I'm sorry, I'm sorry. 800-256-8606.

Speaker speaker_1: Yeah, that's correct. I, I already called that site, 800-256-8606.

Speaker speaker_0: Yes, correct. That's for, um, their hospital indemnity plan and then for their preventative side, it's 90 Degrees, the carrier, and I have that number as well.

Speaker speaker_1: Uh, okay. And you already called the number, right, 800-256-8606?

Speaker speaker_0: Yes, but-

Speaker speaker_1: So that is the contact number we have to contact and get the claim status?

Speaker speaker_0: Yes. Um, I'm not sure if it's considered a preventative or a hospital indemnity service, so Imma also give you 90 Degrees' number. That would be for the preventative side. I'm not sure if it's more like a hospital indemnity or preventative. So Imma give you 90 Degrees as well. Are you ready for that number?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: It's 800-833-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 4296, option one.

Speaker speaker_1: Yeah. This is the number I called today and spoke to you. This is the number I called.

Speaker speaker_0: Yes, 'cause, um, they have two different carriers. They have APL and they have 90 Degrees. I would call the first number first. If they don't have that claim, I would call the second one.

Speaker speaker_1: Mm-hmm. Sure. Okay, and actually I didn't catch your name. Can I get your name?

Speaker speaker_0: Yeah. My name is Stephanie.

Speaker speaker_1: Oh, okay. And Stephanie, is there any auto response number with this call?

Speaker speaker_0: Um, I would just put S031025A.

Speaker speaker_1: Okay. Perfect. And thank you, Stephanie. And can you transfer the call to that department to get more information about the claim?

Speaker speaker_0: Okay. Yeah, so you would just-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Would you like me to transfer you to the first number?

Speaker speaker_1: Yeah, sure. Yeah, sure.

Speaker speaker_0: All right. Hope you have a great day.

Speaker speaker_1: Yeah, you too.