

Transcript: Francesca

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Full Transcript

Thank you for calling Benefit from a company named Francesca. How can I assist you today? Uh, yes, uh, I was, uh, I had, um... I submitted a claim. Uh, it was, uh, like a Healthy You back in, uh, December, but, uh, LabCorp, uh, said that, uh, they hadn't gotten any, uh, response from the insurance comp- So I'm just checking on that. Okay, so you have called the account administrators. You have to speak directly- Uh- ... with the account... Let me take a look and see who your carrier is- Okay. ... so I can give you their phone number. 'Cause that part of it- Okay. ... like when you process any claims, there are specific procedures. That portion of the- Okay. ... benefit isn't active still. So let me get you to the right place. Okay. Which staffing company do you work with? Uh, uh, Hamilton Riker. And what are the last four of the social? Uh, 6002. And your last name, please? Uh, last name Mixon, M-I-X-O-N. All right, could you provide me with your mailing address and date of birth for security purposes? Uh, yes, uh, the mailing address is 2035 Lauren Road, Camden, Mississippi 39045. I have Beth's contact, 662-315-6- I mean 9- yeah, 6244, the same one that you called me on. All right. Yes, that's correct. And then I have your email with your last name, underscore, number 20 at hotmail.com. Yeah, that's correct. Okay, let's see. I believe you actually called regarding it at one point multiple times. Okay, so you have two carriers, one preventative and one is hospital indemnity. That, uh- Was the lab regarding a physical or a health checkup? It was a health checkup. Okay. So, that one should be under preventatives. That will be- Okay. ... with 90 Degree. Do you remember if there was, like, a requirement for you to stay within a specific network? Uh, requirement? Uh, not- not- not that I recall. Not to my knowledge. Okay. So it might be that it is preven- that it is not preventative. What I'm going to go ahead and do is the following. I'm gonna get you transferred over to your hospital indemnity carrier. That's usually- Okay. ... ones with the hospital services, doctor visits, emergency room, ER and stuff like that. In the event that they do not have the claim, it could be that your other carrier does. Okay, can- can- So I'll- ... I just, uh- Mm-hmm. I'm sorry, let me just... I- I didn't mean to interrupt, just real quick. Okay, now I'm looking at the bill, so it's basically your analysis of, of checking the prostate, checking vitamin D, uh, so it was a Healthy You job. Uh, checking out the, uh, blood ca- blood work. Quick question, by any chance do you- sneezing. ... have a copy of the claim submission? Uh, no, I never got one. But see now, on this right... um, uh, I'm sorry, this... LabCorp said they just hadn't gotten any response. They hadn't gotten a denial or hadn't gotten a, a promise to pay. They just hadn't gotten a response at all. Okay. So let me get you over to one of the carriers. I'll send you to 90 Degree and then I'll send you an email- Okay. ... with full phone numbers, the one that I'm going to transfer you to and the other one- Okay. ... which is American Public Life, okay? Okay, well I appreciate it. Thank you so much. Of course. Hopefully I feel like the right one will be the first one I'm gonna transfer you to, so fingers crossed- Okay. ... you don't have to bounce around too much. Oh, that's all right. I

appreciate you. It was my pleasure. Enjoy the rest of your weekend. Uh, you too, now. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit from a company named Francesca. How can I assist you today?

Speaker speaker_1: Uh, yes, uh, I was, uh, I had, um... I submitted a claim. Uh, it was, uh, like a Healthy You back in, uh, December, but, uh, LabCorp, uh, said that, uh, they hadn't gotten any, uh, response from the insurance comp- So I'm just checking on that.

Speaker speaker_0: Okay, so you have called the account administrators. You have to speak directly-

Speaker speaker_1: Uh-

Speaker speaker_0: ... with the account... Let me take a look and see who your carrier is-

Speaker speaker_1: Okay.

Speaker speaker_0: ... so I can give you their phone number. 'Cause that part of it-

Speaker speaker_1: Okay.

Speaker speaker_0: ... like when you process any claims, there are specific procedures. That portion of the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... benefit isn't active still. So let me get you to the right place.

Speaker speaker_1: Okay.

Speaker speaker_0: Which staffing company do you work with?

Speaker speaker_1: Uh, uh, Hamilton Riker.

Speaker speaker_0: And what are the last four of the social?

Speaker speaker_1: Uh, 6002.

Speaker speaker_0: And your last name, please?

Speaker speaker_1: Uh, last name Mixon, M-I-X-O-N.

Speaker speaker_0: All right, could you provide me with your mailing address and date of birth for security purposes?

Speaker speaker_1: Uh, yes, uh, the mailing address is 2035 Lauren Road, Camden, Mississippi 39045.

Speaker speaker_0: I have Beth's contact, 662-315-6- I mean 9- yeah, 6244, the same one that you called me on.

Speaker speaker_1: All right. Yes, that's correct.

Speaker speaker_0: And then I have your email with your last name, underscore, number 20 at hotmail.com.

Speaker speaker_1: Yeah, that's correct.

Speaker speaker_0: Okay, let's see. I believe you actually called regarding it at one point multiple times. Okay, so you have two carriers, one preventative and one is hospital indemnity.

Speaker speaker_1: That, uh-

Speaker speaker_0: Was the lab regarding a physical or a health checkup?

Speaker speaker_1: It was a health checkup.

Speaker speaker_0: Okay. So, that one should be under preventatives. That will be-

Speaker speaker_1: Okay.

Speaker speaker_0: ... with 90 Degree. Do you remember if there was, like, a requirement for you to stay within a specific network?

Speaker speaker_1: Uh, requirement? Uh, not- not- not that I recall. Not to my knowledge.

Speaker speaker_0: Okay. So it might be that it is preven- that it is not preventative. What I'm going to go ahead and do is the following. I'm gonna get you transferred over to your hospital indemnity carrier. That's usually-

Speaker speaker_1: Okay.

Speaker speaker_0: ... ones with the hospital services, doctor visits, emergency room, ER and stuff like that. In the event that they do not have the claim, it could be that your other carrier does.

Speaker speaker_1: Okay, can- can-

Speaker speaker_0: So I'll-

Speaker speaker_1: ... I just, uh-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I'm sorry, let me just... I- I didn't mean to interrupt, just real quick. Okay, now I'm looking at the bill, so it's basically your analysis of, of checking the prostate, checking vitamin D, uh, so it was a Healthy You job. Uh, checking out the, uh, blood ca- blood work.

Speaker speaker_0: Quick question, by any chance do you-

Speaker speaker_1: sneezing.

Speaker speaker_0: ... have a copy of the claim submission?

Speaker speaker_1: Uh, no, I never got one. But see now, on this right... um, uh, I'm sorry, this... LabCorp said they just hadn't gotten any response. They hadn't gotten a denial or hadn't gotten a, a promise to pay. They just hadn't gotten a response at all.

Speaker speaker_0: Okay. So let me get you over to one of the carriers. I'll send you to 90 Degree and then I'll send you an email-

Speaker speaker_1: Okay.

Speaker speaker_0: ... with full phone numbers, the one that I'm going to transfer you to and the other one-

Speaker speaker_1: Okay.

Speaker speaker_0: ... which is American Public Life, okay?

Speaker speaker_1: Okay, well I appreciate it. Thank you so much.

Speaker speaker_0: Of course. Hopefully I feel like the right one will be the first one I'm gonna transfer you to, so fingers crossed-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you don't have to bounce around too much.

Speaker speaker_1: Oh, that's all right. I appreciate you.

Speaker speaker_0: It was my pleasure. Enjoy the rest of your weekend.

Speaker speaker_1: Uh, you too, now. Thank you.