

Transcript: Francesca

Baez-5566108893757440-6582217759571968

Full Transcript

Thank you for calling Benefits 10 o' 5. My name is Francesca. How can I assist you today? Yes, hi. My name's James, calling from Norton Clarke Hospital, and I'm trying to find out, um, appeals information. Uh, uh, I'm, I'm not an appeal side, uh, and I have, uh, a claim here that's, uh, denied, so I'm trying to get some information. I apologize, the line is muffled. Can you repeat that one more time? Uh, yes. My name is James, and I'm calling from Norton Clarke Hospital, and I'm trying to get appeals information for a denied claim. All right. What staffing company does that... I mean, what is the first and last name of the patient? Uh, patient's name is Dylan Everett. The last name is E-V-E-R-E-T-T? Yes. And what is that date of birth you have? February 28, 1999. And what was the date of service? Date of service was November 22nd of 2023. All right. Let's see. November 22, 2023. During that time, the member was active on a medical preventative care plan that did have a network restriction on it. Okay. Would you like their phone number? Um, their company itself is called 90 Degree. Uh, they actually... They transferred me to you. I am not too sure why they will do that. We're only an account administrator. The only thing that we have access to is enrolling the customers or canceling the insurance. As far as claim information, eligibility, and all of that, we don't have access to any of it since we don't own the plan. And y... You wouldn't have the appeals address at all? No, sir. I'm so sorry. All of the information is holden by the staffing company itself. I mean, by the insurance carrier themselves, since we administer- Okay. Um, I guess- ... multiple different stuff. N- Go ahead. Uh, I guess if... um, I- if you could transfer me, that would... uh, I guess that, that would be great. Thank you. Of course. Um, bear with me one moment. At least you have it. All right. I'm trying to see if at least you have access to that old benefit card, to see if any of that information- Okay. ... might be there, and then that way, you can at least confirm it with them. Um, let me just see. Okay, thank you. Oh. Yeah. So... As far as claims go, the only thing that it provides me is a payer ID number. Okay. That's the only thing that shows on that benefit card. Um, let me go ahead and get- Okay. So, um- ... a transfer over to them. Hmm? All right. Thank you. No problem.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10 o' 5. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, hi. My name's James, calling from Norton Clarke Hospital, and I'm trying to find out, um, appeals information. Uh, uh, I'm, I'm not an appeal side, uh, and I have, uh, a claim here that's, uh, denied, so I'm trying to get some information.

Speaker speaker_0: I apologize, the line is muffled. Can you repeat that one more time?

Speaker speaker_1: Uh, yes. My name is James, and I'm calling from Norton Clarke Hospital, and I'm trying to get appeals information for a denied claim.

Speaker speaker_0: All right. What staffing company does that... I mean, what is the first and last name of the patient?

Speaker speaker_1: Uh, patient's name is Dylan Everett.

Speaker speaker_0: The last name is E-V-E-R-E-T-T?

Speaker speaker_1: Yes.

Speaker speaker_0: And what is that date of birth you have?

Speaker speaker_1: February 28, 1999.

Speaker speaker_0: And what was the date of service?

Speaker speaker_1: Date of service was November 22nd of 2023.

Speaker speaker_0: All right. Let's see. November 22, 2023. During that time, the member was active on a medical preventative care plan that did have a network restriction on it.

Speaker speaker_1: Okay.

Speaker speaker_0: Would you like their phone number? Um, their company itself is called 90 Degree.

Speaker speaker_1: Uh, they actually... They transferred me to you.

Speaker speaker_0: I am not too sure why they will do that. We're only an account administrator. The only thing that we have access to is enrolling the customers or canceling the insurance. As far as claim information, eligibility, and all of that, we don't have access to any of it since we don't own the plan.

Speaker speaker_1: And y-... You wouldn't have the appeals address at all?

Speaker speaker_0: No, sir. I'm so sorry. All of the information is holden by the staffing company itself. I mean, by the insurance carrier themselves, since we administer-

Speaker speaker_1: Okay. Um, I guess-

Speaker speaker_0: ... multiple different stuff. N- Go ahead.

Speaker speaker_1: Uh, I guess if... um, I- if you could transfer me, that would... uh, I guess that, that would be great. Thank you.

Speaker speaker_0: Of course. Um, bear with me one moment. At least you have it.

Speaker speaker_1: All right.

Speaker speaker_0: I'm trying to see if at least you have access to that old benefit card, to see if any of that information-

Speaker speaker_1: Okay.

Speaker speaker_0: ... might be there, and then that way, you can at least confirm it with them. Um, let me just see.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Oh. Yeah. So... As far as claims go, the only thing that it provides me is a payer ID number.

Speaker speaker_1: Okay.

Speaker speaker_0: That's the only thing that shows on that benefit card. Um, let me go ahead and get-

Speaker speaker_1: Okay. So, um-

Speaker speaker_0: ...

Speaker speaker_2: a transfer over to them. Hmm?

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: No problem.