

Transcript: Francesca

Baez-6358335893225472-5340658424823808

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, my name is Francesca. How can I assist you today? Uh, hi, Angel. This is Bella calling from the provider's office. I'm here to check on an eligibility. Okay. And Ms. Bella, what provider office are you with? Action Urgent Care. Action Urgent Care? Yeah. Okay. What is the name of the patient, first and last name please? Yeah. Patient name is Anthony Coop. Date of birth is October 22, 1988. What was that date of birth one more time? I'm sorry. October 22, 1988. Let me just see. Could you spell the last name for me? It's K as in kilo, O, Oscar, O, Oscar, P, Papa. What is the last letter? I'm sorry. P as in Papa. Shall I provide the employer ID? Oh, it's okay. Okay, I believe I found it. We did say the date of birth was October 22, '88, right? Yeah. And is this for medical, dental or vision benefits? It's for medical benefits. The... Mr. Anthony had an urgent care visit and I just want to check his plan eligibility, the effective and term date. Okay. So he is currently active. That service would be covered under American Public Life. Hmm. Does she need to speak with the carrier for more policy information? Uh, do you have the policy effective to date? So these are weekly benefits. As of right now, since we have not received the payment for next week, he's active till the 10th. The policy itself has been active since January 1st, 2024. Um, there was a couple of lapse in there, about one during September. After that, it was no other lapse. Okay. And may... Do you know where we can send the medical bills, to which address? So it's gonna be with the carrier. Give me one moment. If I'm not mistaken, that information is going to be on the member's benefit card. Or would you rather 90 Degree company, that you're supposed to send that to? It's 90 Degree Benefits? Uh, no. 90 Degree will only be for his preventative. It will actually be American Public Life. Hmm. Here the mailing address say Benefits in a Card. Because we're the administrators- Yeah, yeah. ... they always get it confused, but we don't own any of those plans. The only thing that we can do with his coverage is let you know when it's active, when it's deactive, and advise the member of what benefits your staffing company offers. But asides from that, our system, as well as the company itself, we don't have access to anything internal to the policy itself. So if you were to send it to- So who is the best call? ... Benefits in a Card, we wouldn't be able to file this 'cause we're not the insurance. Okay. So you know whom should I call to check where this claim needs to be billed? Yes, ma'am. As stated previously multiple times, American Public Life. Yeah, please, if you could provide me their number to transfer the funds. Yes, ma'am. I'll go ahead and give you the number before I transfer it. It is 800-256- 800- 256. Mm-hmm. 8606. Okay. Thank you so much. Please press one. No problem. Just give me one moment while I transfer. Yes, ma'am. One second. Yeah.

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 Francesca. How can I assist you today?

Speaker speaker_2: Uh, hi, Angel. This is Bella calling from the provider's office. I'm here to check on an eligibility.

Speaker speaker_1: Okay. And Ms. Bella, what provider office are you with?

Speaker speaker_2: Action Urgent Care.

Speaker speaker_1: Action Urgent Care?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. What is the name of the patient, first and last name please?

Speaker speaker_2: Yeah. Patient name is Anthony Coop. Date of birth is October 22, 1988.

Speaker speaker_1: What was that date of birth one more time? I'm sorry.

Speaker speaker_2: October 22, 1988.

Speaker speaker_1: Let me just see. Could you spell the last name for me?

Speaker speaker_2: It's K as in kilo, O, Oscar, O, Oscar, P, Papa.

Speaker speaker_1: What is the last letter? I'm sorry.

Speaker speaker_2: P as in Papa. Shall I provide the employer ID?

Speaker speaker_1: Oh, it's okay. Okay, I believe I found it. We did say the date of birth was October 22, '88, right?

Speaker speaker_2: Yeah.

Speaker speaker_1: And is this for medical, dental or vision benefits?

Speaker speaker_2: It's for medical benefits. The... Mr. Anthony had an urgent care visit and I just want to check his plan eligibility, the effective and term date.

Speaker speaker_1: Okay. So he is currently active. That service would be covered under American Public Life.

Speaker speaker_2: Hmm.

Speaker speaker_1: Does she need to speak with the carrier for more policy information?

Speaker speaker_2: Uh, do you have the policy effective to date?

Speaker speaker_1: So these are weekly benefits. As of right now, since we have not received the payment for next week, he's active till the 10th. The policy itself has been active since January 1st, 2024. Um, there was a couple of lapse in there, about one during September. After that, it was no other lapse.

Speaker speaker_2: Okay. And may... Do you know where we can send the medical bills, to which address?

Speaker speaker_1: So it's gonna be with the carrier. Give me one moment. If I'm not mistaken, that information is going to be on the member's benefit card. Or would you rather 90 Degree company, that you're supposed to send that to?

Speaker speaker_2: It's 90 Degree Benefits?

Speaker speaker_1: Uh, no. 90 Degree will only be for his preventative. It will actually be American Public Life.

Speaker speaker_2: Hmm. Here the mailing address say Benefits in a Card.

Speaker speaker_1: Because we're the administrators-

Speaker speaker_2: Yeah, yeah.

Speaker speaker_1: ... they always get it confused, but we don't own any of those plans. The only thing that we can do with his coverage is let you know when it's active, when it's deactive, and advise the member of what benefits your staffing company offers. But besides from that, our system, as well as the company itself, we don't have access to anything internal to the policy itself. So if you were to send it to-

Speaker speaker_2: So who is the best call?

Speaker speaker_1: ... Benefits in a Card, we wouldn't be able to file this 'cause we're not the insurance.

Speaker speaker_2: Okay. So you know whom should I call to check where this claim needs to be billed?

Speaker speaker_1: Yes, ma'am. As stated previously multiple times, American Public Life.

Speaker speaker_2: Yeah, please, if you could provide me their number to transfer the funds.

Speaker speaker_1: Yes, ma'am. I'll go ahead and give you the number before I transfer it. It is 800-256-

Speaker speaker_2: 800-

Speaker speaker_1: 256.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: 8606.

Speaker speaker_2: Okay. Thank you so much. Please press one.

Speaker speaker_1: No problem. Just give me one moment while I transfer. Yes, ma'am. One second.

Speaker speaker_2: Yeah.