

Transcript: Justin

Mills-4541032587640832-4873850173833216

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling APL. Hello, your call may be monitored. All of our representatives are currently assisting other customers. Please hold for the next available representative. All of our representatives are currently assisting other customers. Please continue to hold or press star to leave a callback number and retain your position in line, and the next available representative will call you back. All of our representatives are currently assisting other customers. Please continue to hold or press star to leave a callback number and retain your position in line, and the next available representative will call you back. Thank you for calling APL. This is Sam. How can I help you? Hi, Sam. My name's Alicia, and I'm calling with a dental office. And we got a, um, claim for a patient, but it says that they're waiting for information to confirm eligibility from Benefits in a Card. Okay. Okay. Yes. Um, do you have that policy number? Yes, ma'am, it's 025-94145. Okay. Thank you. And can you verify the patient's name and date of birth for me? Yes, ma'am. It's Naomi Guilami. Uh, let me get her date of birth. One sec. Date of birth is November 9th, 1985. Okay. Thank you, Miss Alicia. You did say your name is Alicia? Yes, ma'am. Okay. Thank you. Let's see. You're welcome. And, and we said that we are waiting for, um, eligibility. It says, yeah, it says, "To confirm eligibility from Benefits of, in a Card." Says, "Upon receipt of this information, we will continue processing your claim." Okay. Um, can you tell me what the date of service is? Yes, ma'am. Let me see. It is 2/17/2025. Okay. Would you mind if I put you on hold for just a second? No, that's fine. Thank you. You're welcome. Alicia? Yes, ma'am. Okay. Thank you for holding. I was trying to see if I could, um, get you better information. But what it is, is for the Benefits in a Card, um, policy. Okay. They are on a week-to-week basis. And, you know, they let us know- Okay. Hmm. ... every week if the insured is staying on the plan or not. And for the- Okay. ... week you were talking about, we have not heard back from them yet. But when we do get that notification, that claim will be, um, processed. It's an automatic, um, process. And- Okay. ... you know, as soon as we get that from Benefits in a Card, that, uh, claim will be sent back through. But I will- Okay. ... um, reach out to them and just see if we can go ahead and get that information. And sometimes it is a couple of, three weeks behind. You know, that's not unusual. Um, but I will- Mm-hmm. ... see what I can find out to kind of get it on track. Okay. Thank you so much. 'Cause I'm sure that it- I appreciate that. You are welcome. And I'm sure that it's gonna go, you know, it's gonna continue on, but like I say, sometimes it is kind of behind for us to find out. But like I say- Mm-hmm. ... I will check on this for sure. Okay. Yes, ma'am. Thank you so much. If I could just get a reference number for this call? Um, you can use my, um, name is Sam and my last initial is W. Okay. And today's date. All right, ma'am. Sounds good. All right. Thank you so much. And you have a wonderful rest of your day. You too. Thank you. Thank you. Thanks for calling APL. Yes, ma'am. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling APL.

Speaker speaker_2: Hello, your call may be monitored.

Speaker speaker_0: All of our representatives are currently assisting other customers. Please hold for the next available representative. All of our representatives are currently assisting other customers. Please continue to hold or press star to leave a callback number and retain your position in line, and the next available representative will call you back. All of our representatives are currently assisting other customers. Please continue to hold or press star to leave a callback number and retain your position in line, and the next available representative will call you back.

Speaker speaker_3: Thank you for calling APL. This is Sam. How can I help you?

Speaker speaker_4: Hi, Sam. My name's Alicia, and I'm calling with a dental office. And we got a, um, claim for a patient, but it says that they're waiting for information to confirm eligibility from Benefits in a Card.

Speaker speaker_3: Okay. Okay. Yes. Um, do you have that policy number?

Speaker speaker_4: Yes, ma'am, it's 025-94145.

Speaker speaker_3: Okay. Thank you. And can you verify the patient's name and date of birth for me?

Speaker speaker_4: Yes, ma'am. It's Naomi Guilami. Uh, let me get her date of birth. One sec. Date of birth is November 9th, 1985.

Speaker speaker_3: Okay. Thank you, Miss Alicia. You did say your name is Alicia?

Speaker speaker_4: Yes, ma'am.

Speaker speaker_3: Okay. Thank you. Let's see.

Speaker speaker_4: You're welcome.

Speaker speaker_3: And, and we said that we are waiting for, um, eligibility.

Speaker speaker_4: It says, yeah, it says, "To confirm eligibility from Benefits of, in a Card." Says, "Upon receipt of this information, we will continue processing your claim."

Speaker speaker_3: Okay. Um, can you tell me what the date of service is?

Speaker speaker_4: Yes, ma'am. Let me see. It is 2/17/2025.

Speaker speaker_3: Okay. Would you mind if I put you on hold for just a second?

Speaker speaker_4: No, that's fine.

Speaker speaker_3: Thank you.

Speaker speaker_4: You're welcome.

Speaker speaker_3: Alicia?

Speaker speaker_4: Yes, ma'am.

Speaker speaker_3: Okay. Thank you for holding. I was trying to see if I could, um, get you better information. But what it is, is for the Benefits in a Card, um, policy.

Speaker speaker_4: Okay.

Speaker speaker_3: They are on a week-to-week basis. And, you know, they let us know-

Speaker speaker_4: Okay. Hmm.

Speaker speaker_3: ... every week if the insured is staying on the plan or not. And for the-

Speaker speaker_4: Okay.

Speaker speaker_3: ... week you were talking about, we have not heard back from them yet. But when we do get that notification, that claim will be, um, processed. It's an automatic, um, process. And-

Speaker speaker_4: Okay.

Speaker speaker_3: ... you know, as soon as we get that from Benefits in a Card, that, uh, claim will be sent back through. But I will-

Speaker speaker_4: Okay.

Speaker speaker_3: ... um, reach out to them and just see if we can go ahead and get that information. And sometimes it is a couple of, three weeks behind. You know, that's not unusual. Um, but I will-

Speaker speaker_4: Mm-hmm.

Speaker speaker_3: ... see what I can find out to kind of get it on track.

Speaker speaker_4: Okay. Thank you so much.

Speaker speaker_3: 'Cause I'm sure that it-

Speaker speaker_4: I appreciate that.

Speaker speaker_3: You are welcome. And I'm sure that it's gonna go, you know, it's gonna continue on, but like I say, sometimes it is kind of behind for us to find out. But like I say-

Speaker speaker_4: Mm-hmm.

Speaker speaker_3: ... I will check on this for sure.

Speaker speaker_4: Okay. Yes, ma'am. Thank you so much. If I could just get a reference number for this call?

Speaker speaker_3: Um, you can use my, um, name is Sam and my last initial is W.

Speaker speaker_4: Okay.

Speaker speaker_3: And today's date.

Speaker speaker_4: All right, ma'am. Sounds good. All right. Thank you so much. And you have a wonderful rest of your day.

Speaker speaker_3: You too. Thank you.

Speaker speaker_4: Thank you.

Speaker speaker_5: Thanks for calling APL.

Speaker speaker_3: Yes, ma'am.

Speaker speaker_4: Thank you.