

Transcript: Justin

Mills-5134834210914304-4737837582729216

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, yes. Uh, this is Catherine from Dr. T. Arena's office. Um, I was trying to get some information on a claim we had, uh, sent in, and, um, the explanation of benefits that we got back from American Public Life Insurance Company? Mm-hmm. Um, has, "We are awaiting information to confirm eligibility from Benefits in a Card. Upon receipt of this information, we will continue processing your claim. If you have any questions, please call Benefits..." I was wondering, um, we haven't ever had this problem with this, uh, guy before, so do you know- Yeah. Let me check on that. Um, what's the patient's first and last name? Uh, Christopher Andrews. Do you have the last four of his social by any chance? I do. It is 8202. Now, is he a primary or a dependent? I think he's a dependent. I think the insured is actually Dorothy Highland. Let's see here. Dependent. Okay. I see Christopher Andrews as the spouse. Um, what was the date of service, if you don't mind me asking? 11/7/24. 11/7/24. Yes. And it's from a medical provider's office? Yes, a specialist. Okay. So he... They did have active coverage for the week of the 4th through the 10th. Um, so that may be a carrier question. Let me try getting, uh, 90 Degree Benefits on the phone. Bear with me one second, okay? Okay. Okay. Oh my god. What just happened? I think I heard...

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. This is Justin. How can I help you today?

Speaker speaker_2: Uh, yes. Uh, this is Catherine from Dr. T. Arena's office. Um, I was trying to get some information on a claim we had, uh, sent in, and, um, the explanation of benefits that we got back from American Public Life Insurance Company?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um, has, "We are awaiting information to confirm eligibility from Benefits in a Card. Upon receipt of this information, we will continue processing your claim. If you have any questions, please call Benefits..." I was wondering, um, we haven't ever had this problem with this, uh, guy before, so do you know-

Speaker speaker_1: Yeah. Let me check on that. Um, what's the patient's first and last name?

Speaker speaker_2: Uh, Christopher Andrews.

Speaker speaker_1: Do you have the last four of his social by any chance?

Speaker speaker_2: I do. It is 8202.

Speaker speaker_1: Now, is he a primary or a dependent?

Speaker speaker_2: I think he's a dependent. I think the insured is actually Dorothy Highland.

Speaker speaker_1: Let's see here. Dependent. Okay. I see Christopher Andrews as the spouse. Um, what was the date of service, if you don't mind me asking?

Speaker speaker_2: 11/7/24.

Speaker speaker_1: 11/7/24.

Speaker speaker_2: Yes.

Speaker speaker_1: And it's from a medical provider's office?

Speaker speaker_2: Yes, a specialist.

Speaker speaker_1: Okay. So he... They did have active coverage for the week of the 4th through the 10th. Um, so that may be a carrier question. Let me try getting, uh, 90 Degree Benefits on the phone. Bear with me one second, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay.

Speaker speaker_3: Oh my god. What just happened? I think I heard...