

Transcript: Justin

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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? Well, hey, Justin. It's Tracy again. Hey, Tracy. I'm gonna pass my hot- hotline directly to you today. Right. How can I help you? So I have an... Okay. So I have a gentleman by the name of Ricky Hokes, H-O-K-E-S, last four of the Social's 9043, with the Work- WorkSource Inc. So we have a claim that has been pending for confirmation of eligibility. And as of now, we have not received that. He says that he talked with someone with Benefits in a Card earlier, it was a lady but he did not get her name, so I don't know if you have any record of how you... seeing who he may have spoke to. But she was telling him, yes, he's eligible. Well, I mean, we... until we get the file and get that information, there- there's not anything, you know, obviously we can do about that. Um, but the dental provider that he went to see is wanting some type of confirmation that he was indeed eligible. Um, and yet at this point, I mean, we should get our file tomorrow, which I've explained to him. But I can't provide him any verification at this point. Um, yeah. I'm just trying to think of what... how to handle this. Um... Yeah, I mean- I mean, what the d- what the dental provider's asking for, that's a letter of coverage, 'cause I mean, the member is currently enrolled and needs proof of current coverage. Um, so we could work on that, um, but regarding the, um- And to see if that's sufficient for the him. I don't really know. I've never had a dental provider request that. I mean, this is for a date of service of 11/18. You know? It's not like it's old. Uh, so I don't know. I've not- Yeah. ... come across where they're kind of being that demanding, I guess, with the- Mm-hmm. ... t work? Yeah. Um, I'm just trying to think of what... how we can, um, do this. Um, I don't know if I can... I'm thinking if I could reach out to the account manager maybe to have the- the file resent over to APL. Um, but you just said that you spoke with him and said that- Well- ... it would be processed by tomorrow. Is that correct? Yeah. With our file... Yeah. I was just told, I checked with someone who processes that file, that it's processed on Wednesdays. On Wednesdays? Okay. Unle- And, you know, unless there's a holiday or something that would push that back. But that we... that that's processed on Wednesday. Um, okay. I mean, I can tell the member that we can send him a letter of coverage just to, uh, get the dental provider... to let the d- dental provider aware that he was currently active and had coverage- That's what I- ... when that day. And that may be. Uh- That may just... And that may be sufficient, um, for that. We just can't obviously process the claim until we've received it officially. Oh. Totally understand. Yeah. Um, but yeah, if you... You can transfer him over and I'll inform him of what, uh- Okay. ... the next steps will be. Well, I certainly appreciate you, Justin. So are you ready for Mr. Hokes? Uh, yes, ma'am. All right. Well, thank you and good talking to you again. I still wish you have a good afternoon. Mm-hmm. You do the same, okay, Tracy? Thanks. Okay, Justin. Mm-hmm. Bye-bye. Bye. Good afternoon. Am I speaking with Ricky? Yes. Awesome. This is Justin from Benefits in a

Card. Tracy informed me that your, uh, dental provider wanted like a proof of active coverage. Is- is that correct? It's, um, for... Yes, but it's for a claim that was made on, uh, November the 18th. November the 18th? Okay. So let's see here. And, uh, the person that I talked to before I called, uh, American Public said that I should be covered up until December the 1st. So I would have fallen right in that- Yes, sir. So I was- ... that gap. Yes, sir. So that's what Tracy from APL was informing me, um, that you did speak with her, um, and that you did fall between that gap of being active within the... with the dental, uh, coverage. Um, so I do know that, uh, at Benefits in a Card, we will usually send over the payroll files usually tomorrow. Um, so when it... Usually tomorrow, I do know that APL should receive that claim and should process the claim. Um, but what I can do for now- Okay. Um, what I can do for now just to- to just to, uh, appease your- appease your dental provider, I can email you a letter of coverage 'cause that'll show what you are currently enrolled into and that you were active during that specific week, uh, just to give that, um, and like the- the... uh, suffice, uh, evidence or proof that you were... or you did have active dental coverage during that week. Um, but for- So like- ... secure purposes could you verify your date of birth for me real quick? January 16th, 1981. Okay. Um, so let's see here. So I do know that the WorkSource, um, they were, uh, paying for dental for all of their employees and then switched to VitDent Term Life starting December 2nd. So you did have dental coverage for that, uh, dental visit. Um, but bear with me one second. Yeah. And that's- and that's the... That's something I didn't understand either because when I was looking back at my check stubs... So that check stub that was dated on the 27th, dental didn't come out at all.... but before that, the 21st, I went back and looked at the last five check stubs. So the 21st, the 13th, the 7th, the 31st of October, and the 24th of October, the dental insurance came out of all those. So I don't know what happened, uh... I- I don't know what happened that it stopped coming out. Yes, sir, it- But this happened before, though. This happened... Yes, sir. It was, uh- Oh yeah, I'm sorry. No worries. Uh, yes sir. It was because, um, the work source, uh, paid for dental, um, so paid for dental for all of their employees who enrolled into a medical plan. Um, but now, since they switched, um, they s- they stopped paying for it and switched to vision and term life instead. Um, honestly don't know why they did that either, um, but that's- that's what happened. And last day of active coverage- That's weird. ... for their dental was... Yeah. There was... It's for the new enrollment period for 2024/2025, um, but like I said, I can em- I put in a request for that, uh, letter of coverage to be sent to you, just to give your dental provider, um, peace of mind, letting them know that you did have active coverage during that week. Um, but do you mind if I place you on a brief hold while I get that request- Yeah, sure. ... uh, made for you? Yeah, that's fine. Okay, I'll be right back for you. Okay, Ricky? All right. Okay. Hello, Ricky. Are you still there? Yeah, I'm still here. Well, thank you so much for holding. So I've put in that letter of coverage request, uh, email for you. Um, I've put in that request for you to the person that's responsible for those emails. Um, so that person is on the lunch right now. But I do know that once they do get back from lunch, they will process that email for you. Just give us about an hour or two. Um, but the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com, okay? Okay. Okay. But other than that, is there anything else that I could assist you with today, Ricky? No, that's all. I appreciate it. You're welcome. You have a great day, okay? All right. You too. Thanks. Okay. You're welcome. Bye-bye.

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: Well, hey, Justin. It's Tracy again.

Speaker speaker_1: Hey, Tracy.

Speaker speaker_2: I'm gonna pass my hot- hotline directly to you today.

Speaker speaker_1: Right. How can I help you?

Speaker speaker_2: So I have an... Okay. So I have a gentleman by the name of Ricky Hokes, H-O-K-E-S, last four of the Social's 9043, with the Work- WorkSource Inc. So we have a claim that has been pending for confirmation of eligibility. And as of now, we have not received that. He says that he talked with someone with Benefits in a Card earlier, it was a lady but he did not get her name, so I don't know if you have any record of how you... seeing who he may have spoke to. But she was telling him, yes, he's eligible. Well, I mean, we... until we get the file and get that information, there- there's not anything, you know, obviously we can do about that. Um, but the dental provider that he went to see is wanting some type of confirmation that he was indeed eligible. Um, and yet at this point, I mean, we should get our file tomorrow, which I've explained to him. But I can't provide him any verification at this point.

Speaker speaker_1: Um, yeah. I'm just trying to think of what... how to handle this. Um...

Speaker speaker_2: Yeah, I mean-

Speaker speaker_1: I mean, what the d- what the dental provider's asking for, that's a letter of coverage, 'cause I mean, the member is currently enrolled and needs proof of current coverage. Um, so we could work on that, um, but regarding the, um-

Speaker speaker_2: And to see if that's sufficient for the him. I don't really know. I've never had a dental provider request that. I mean, this is for a date of service of 11/18. You know? It's not like it's old. Uh, so I don't know. I've not-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... come across where they're kind of being that demanding, I guess, with the-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ...

Speaker speaker_3: t work?

Speaker speaker_1: Yeah. Um, I'm just trying to think of what... how we can, um, do this. Um, I don't know if I can... I'm thinking if I could reach out to the account manager maybe to have the- the file resent over to APL. Um, but you just said that you spoke with him and said that-

Speaker speaker_2: Well-

Speaker speaker_1: ... it would be processed by tomorrow. Is that correct?

Speaker speaker_2: Yeah. With our file... Yeah. I was just told, I checked with someone who processes that file, that it's processed on Wednesdays.

Speaker speaker_1: On Wednesdays? Okay.

Speaker speaker_2: Unle- And, you know, unless there's a holiday or something that would push that back. But that we... that that's processed on Wednesday.

Speaker speaker_1: Um, okay. I mean, I can tell the member that we can send him a letter of coverage just to, uh, get the dental provider... to let the d- dental provider aware that he was currently active and had coverage-

Speaker speaker_2: That's what I-

Speaker speaker_1: ... when that day.

Speaker speaker_2: And that may be.

Speaker speaker_1: Uh-

Speaker speaker_2: That may just... And that may be sufficient, um, for that. We just can't obviously process the claim until we've received it officially.

Speaker speaker_1: Oh. Totally understand.

Speaker speaker_2: Yeah.

Speaker speaker_1: Um, but yeah, if you... You can transfer him over and I'll inform him of what, uh-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the next steps will be.

Speaker speaker_2: Well, I certainly appreciate you, Justin. So are you ready for Mr. Hokes?

Speaker speaker_1: Uh, yes, ma'am.

Speaker speaker_2: All right. Well, thank you and good talking to you again. I still wish you have a good afternoon. Mm-hmm.

Speaker speaker_1: You do the same, okay, Tracy?

Speaker speaker_2: Thanks. Okay, Justin.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: Bye-bye.

Speaker speaker_1: Bye. Good afternoon. Am I speaking with Ricky?

Speaker speaker_4: Yes.

Speaker speaker_1: Awesome. This is Justin from Benefits in a Card. Tracy informed me that your, uh, dental provider wanted like a proof of active coverage. Is- is that correct?

Speaker speaker_4: It's, um, for... Yes, but it's for a claim that was made on, uh, November the 18th.

Speaker speaker_1: November the 18th? Okay. So let's see here.

Speaker speaker_4: And, uh, the person that I talked to before I called, uh, American Public said that I should be covered up until December the 1st. So I would have fallen right in that-

Speaker speaker_1: Yes, sir. So I was-

Speaker speaker_4: ... that gap.

Speaker speaker_1: Yes, sir. So that's what Tracy from APL was informing me, um, that you did speak with her, um, and that you did fall between that gap of being active within the... with the dental, uh, coverage. Um, so I do know that, uh, at Benefits in a Card, we will usually send over the payroll files usually tomorrow. Um, so when it... Usually tomorrow, I do know that APL should receive that claim and should process the claim. Um, but what I can do for now-

Speaker speaker_4: Okay.

Speaker speaker_1: Um, what I can do for now just to- to- just to, uh, appease your- appease your dental provider, I can email you a letter of coverage 'cause that'll show what you are currently enrolled into and that you were active during that specific week, uh, just to give that, um, and like the- the... uh, suffice, uh, evidence or proof that you were... or you did have active dental coverage during that week. Um, but for-

Speaker speaker_4: So like-

Speaker speaker_1: ... secure purposes could you verify your date of birth for me real quick?

Speaker speaker_4: January 16th, 1981.

Speaker speaker_1: Okay. Um, so let's see here. So I do know that the WorkSource, um, they were, uh, paying for dental for all of their employees and then switched to VitDent Term Life starting December 2nd. So you did have dental coverage for that, uh, dental visit. Um, but bear with me one second.

Speaker speaker_4: Yeah. And that's- and that's the... That's something I didn't understand either because when I was looking back at my check stubs... So that check stub that was dated on the 27th, dental didn't come out at all.... but before that, the 21st, I went back and looked at the last five check stubs. So the 21st, the 13th, the 7th, the 31st of October, and the 24th of October, the dental insurance came out of all those. So I don't know what happened, uh... I- I don't know what happened that it stopped coming out.

Speaker speaker_1: Yes, sir, it-

Speaker speaker_4: But this happened before, though. This happened...

Speaker speaker_1: Yes, sir. It was, uh-

Speaker speaker_4: Oh yeah, I'm sorry.

Speaker speaker_1: No worries. Uh, yes sir. It was because, um, the work source, uh, paid for dental, um, so paid for dental for all of their employees who enrolled into a medical plan. Um, but now, since they switched, um, they s- they stopped paying for it and switched to vision and term life instead. Um, honestly don't know why they did that either, um, but that's- that's what happened. And last day of active coverage-

Speaker speaker_4: That's weird.

Speaker speaker_1: ... for their dental was... Yeah. There was... It's for the new enrollment period for 2024/2025, um, but like I said, I can em- I put in a request for that, uh, letter of coverage to be sent to you, just to give your dental provider, um, peace of mind, letting them know that you did have active coverage during that week. Um, but do you mind if I place you on a brief hold while I get that request-

Speaker speaker_4: Yeah, sure.

Speaker speaker_1: ... uh, made for you?

Speaker speaker_4: Yeah, that's fine.

Speaker speaker_1: Okay, I'll be right back for you. Okay, Ricky?

Speaker speaker_4: All right.

Speaker speaker_1: Okay. Hello, Ricky. Are you still there?

Speaker speaker_4: Yeah, I'm still here.

Speaker speaker_1: Well, thank you so much for holding. So I've put in that letter of coverage request, uh, email for you. Um, I've put in that request for you to the person that's responsible for those emails. Um, so that person is on the lunch right now. But I do know that once they do get back from lunch, they will process that email for you. Just give us about an hour or two. Um, but the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com, okay?

Speaker speaker_4: Okay.

Speaker speaker_1: Okay. But other than that, is there anything else that I could assist you with today, Ricky?

Speaker speaker_4: No, that's all. I appreciate it.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_4: All right. You too. Thanks.

Speaker speaker_1: Okay. You're welcome. Bye-bye.