

## **Transcript: Justin**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, my name is Stacy. I'm with Kinston Dental Associates. Okay. How can I help you today? And I was calling to verify... I was calling to verify, uh, benefits for a patient that's coming in today. Okay. What's the patient's first and last name? Kevin Davis. Um, do you have the last four of his Social by any chance? I do. 1279. And confirm his date of birth? Um, 2-13-1975. Okay. Uh, so it looks like Kevin is currently active in the coverage, became active as of... Let me check on that. Became active in the coverage as of May 20th of 2024. However, what were you specifically needing? Well, I just don't have any information to be able to submit a claim to. Um, like, I mean, he- he showed me a medical card. Um, so I'm trying to decide, like, this is, what, 90 degree? Is that what you said? Um, no, ma'am. So dental is through American Public Life. American Public Life? Correct. And I have a claims address if needed. And... Yes, yes. Um, so that claims address is PO Box 248950 in Oklahoma City, Oklahoma, 73124. Say that one more time. 7- 3124. 73124. Okay. All right. And is there a payer ID? Uh, let me see. So I would have to search up that member's ID card. Bear with me one second, okay? Okay. Hello. Are you still there? Yes. Awesome. Thank you so much for holding. Um, so pulling the dental ID card, I'm not seeing a payer ID number. Um, I have a policy number and a group number. That would be great. Okay, so the policy number is 02500847. Okay. Okay. And then the group number is 70044. Okay. So I have this company in my, um, system, but it's got the address as, um, Mississippi. It has a Mississippi address? Yeah. Here. What's... Will you read that- that address out for me so I can write it down and pass it along to my supervisor? Okay. Yes, hold on one second. I got to... I've got to put this... I got to okay him and then... Okay. So I've got it in my system, American Public Life, and I've got a payer number. Hold on one second. Yep. Kristen, I'm on the phone with somebody from there. Gosh. Kristen, I've got them on the phone. I've already got the information. Okay. Okay. It's got it as... Yeah. So PO Box 925, Jackson, Mississippi? Yeah. And it's the same group number, 70044. Um, 'cause we've always used the Oklahoma City, Oklahoma claims address for American Public Life. So honestly, I don't know where this Jackson, Mississippi one came from. Not... Right. Not a problem. I just thought I'd just mention it. Um, is there any way you can tell me what his max is or a breakdown of benefits? Yeah. So let's see here. So his annual maximum for dental would be \$500. Mm-hmm. Um, preventative services are covered at 100%. Um, basic cleanings and basic restoratives, 80%. And his deductible is \$50. Oh, okay. Thank you so much. You're welcome. You have a great day, okay? You too. Bye-bye. All right. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hey, my name is Stacy. I'm with Kinston Dental Associates.

Speaker speaker\_0: Okay. How can I help you today?

Speaker speaker\_1: And I was calling to verify... I was calling to verify, uh, benefits for a patient that's coming in today.

Speaker speaker\_0: Okay. What's the patient's first and last name?

Speaker speaker\_1: Kevin Davis.

Speaker speaker\_0: Um, do you have the last four of his Social by any chance?

Speaker speaker\_1: I do. 1279.

Speaker speaker\_0: And confirm his date of birth?

Speaker speaker\_1: Um, 2-13-1975.

Speaker speaker\_0: Okay. Uh, so it looks like Kevin is currently active in the coverage, became active as of... Let me check on that. Became active in the coverage as of May 20th of 2024. However, what were you specifically needing?

Speaker speaker\_1: Well, I just don't have any information to be able to submit a claim to. Um, like, I mean, he- he showed me a medical card. Um, so I'm trying to decide, like, this is, what, 90 degree? Is that what you said?

Speaker speaker\_0: Um, no, ma'am. So dental is through American Public Life.

Speaker speaker\_1: American Public Life?

Speaker speaker\_0: Correct. And I have a claims address if needed.

Speaker speaker\_1: And... Yes, yes.

Speaker speaker\_0: Um, so that claims address is PO Box 248950 in Oklahoma City, Oklahoma, 73124.

Speaker speaker\_1: Say that one more time. 7-

Speaker speaker\_0: 3124.

Speaker speaker\_1: 73124. Okay.

Speaker speaker\_0: All right.

Speaker speaker\_1: And is there a payer ID?

Speaker speaker\_0: Uh, let me see. So I would have to search up that member's ID card. Bear with me one second, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Hello. Are you still there?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Awesome. Thank you so much for holding. Um, so pulling the dental ID card, I'm not seeing a payer ID number. Um, I have a policy number and a group number.

Speaker speaker\_1: That would be great.

Speaker speaker\_0: Okay, so the policy number is 02500847.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: And then the group number is 70044.

Speaker speaker\_1: Okay. So I have this company in my, um, system, but it's got the address as, um, Mississippi.

Speaker speaker\_0: It has a Mississippi address?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Here. What's... Will you read that- that address out for me so I can write it down and pass it along to my supervisor?

Speaker speaker\_1: Okay. Yes, hold on one second. I got to... I've got to put this... I got to okay him and then... Okay. So I've got it in my system, American Public Life, and I've got a payer number. Hold on one second.

Speaker speaker\_2: Yep.

Speaker speaker\_1: Kristen, I'm on the phone with somebody from there.

Speaker speaker\_2: Gosh.

Speaker speaker\_1: Kristen, I've got them on the phone. I've already got the information.

Speaker speaker\_2: Okay. Okay. It's got it as... Yeah.

Speaker speaker\_0: So PO Box 925, Jackson, Mississippi?

Speaker speaker\_1: Yeah. And it's the same group number, 70044.

Speaker speaker\_0: Um, 'cause we've always used the Oklahoma City, Oklahoma claims address for American Public Life. So honestly, I don't know where this Jackson, Mississippi one came from.

Speaker speaker\_1: Not... Right. Not a problem. I just thought I'd just mention it. Um, is there any way you can tell me what his max is or a breakdown of benefits?

Speaker speaker\_0: Yeah. So let's see here. So his annual maximum for dental would be \$500.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Um, preventative services are covered at 100%. Um, basic cleanings and basic restoratives, 80%. And his deductible is \$50.

Speaker speaker\_1: Oh, okay. Thank you so much.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: All right. Bye-bye.