

Transcript: Justin

Mills-5966632283586560-5544043270684672

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. My name is Jacqueline, calling on behalf of Southwest Healthcare Systems. I'm trying to obtain eligibility and claim status. Um, now I can provide eligibility. However, regarding claim status, that's done with the insurance carrier. But I can help further assist you regarding eligibility. Okay. Mm-kay. What's the patient's first and last name? I have Christian Grant. G-R-A-N-T? Yes. Okay. And confirmed date of birth? 10/13/2002. 10/13/2002. Okay. Let's see. So it looks like Christian isn't currently enrolled into anything. Uh, let me see. I did get off the phone with a different rep. He transferred me over. Um, he stated that it was termed July 21st, 2022. Do you have his employer by any chance? Um, let me see. Let me look at the card. Group name is Partners for Personnel. That's- Mm-hmm. ... all I have. Um, Partners Care Health and Wellness. Nope, that's, that's what I have. Yeah. So I do have him listed under Partners Personnel but whenever I click the file, the member was never enrolled into anything, unless there was a duplicate. Um, confirm Christian's first name spelling for me. I have Charlie, Hotel, Romeo, India, Sierra, Tango, India, Alpha, November. Uh, so that's the same spelling that I had too. Um, well, let me try getting someone with a- I just saw SNSL- Mm-hmm. ... and they stated, uh, that that was the last date of service. Or what is it, effective date? Oh, term day. I apologize. Um, and that I would need to contact this phone number ending in eight- or 3700. So okay, I mean, if it's not showing up in your system... Uh, no eligibility found. Okay. Um... I mean, I could- I can put- ... transfer you over to the insurance carrier. And who's the insurance carrier? American Public Life. Oh, maybe that's what it is. I don't have those details. Okay. Public Life. And you stated that the claim status would have to be done through American Public Life as well, correct? Correct. Okay. Is there, um, do they have a direct number for claims? Yeah. Yeah, um, so 800-256-8606. And it's option four. All right. Perfect. Thank you so much for your time. I appreciate it. You're welcome. You have a great day, okay? You too. Thanks. All right. Buh-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. My name is Jacqueline, calling on behalf of Southwest Healthcare Systems. I'm trying to obtain eligibility and claim status.

Speaker speaker_0: Um, now I can provide eligibility. However, regarding claim status, that's done with the insurance carrier. But I can help further assist you regarding eligibility.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-kay. What's the patient's first and last name?

Speaker speaker_1: I have Christian Grant.

Speaker speaker_0: G-R-A-N-T?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And confirmed date of birth?

Speaker speaker_1: 10/13/2002.

Speaker speaker_0: 10/13/2002. Okay. Let's see. So it looks like Christian isn't currently enrolled into anything.

Speaker speaker_1: Uh, let me see. I did get off the phone with a different rep. He transferred me over. Um, he stated that it was termed July 21st, 2022.

Speaker speaker_0: Do you have his employer by any chance?

Speaker speaker_1: Um, let me see. Let me look at the card. Group name is Partners for Personnel. That's-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... all I have. Um, Partners Care Health and Wellness. Nope, that's, that's what I have.

Speaker speaker_0: Yeah. So I do have him listed under Partners Personnel but whenever I click the file, the member was never enrolled into anything, unless there was a duplicate. Um, confirm Christian's first name spelling for me.

Speaker speaker_1: I have Charlie, Hotel, Romeo, India, Sierra, Tango, India, Alpha, November.

Speaker speaker_0: Uh, so that's the same spelling that I had too. Um, well, let me try getting someone with a-

Speaker speaker_1: I just saw SNSL-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... and they stated, uh, that that was the last date of service. Or what is it, effective date? Oh, term day. I apologize. Um, and that I would need to contact this phone number ending in eight- or 3700. So okay, I mean, if it's not showing up in your system... Uh, no eligibility found. Okay. Um...

Speaker speaker_0: I mean, I could-

Speaker speaker_1: I can put-

Speaker speaker_0: ... transfer you over to the insurance carrier.

Speaker speaker_1: And who's the insurance carrier?

Speaker speaker_0: American Public Life.

Speaker speaker_1: Oh, maybe that's what it is. I don't have those details. Okay. Public Life. And you stated that the claim status would have to be done through American Public Life as well, correct?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. Is there, um, do they have a direct number for claims?

Speaker speaker_0: Yeah. Yeah, um, so 800-256-8606. And it's option four.

Speaker speaker_1: All right. Perfect. Thank you so much for your time. I appreciate it.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too. Thanks.

Speaker speaker_0: All right. Buh-bye.