Transcript: Justin Mills-6462609688674304-5044485374394368

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Centricard. This is Austin Hutch, how can I help you today? Hi, yes, I called earlier this week because I was getting a lot of claims, um, coming back saying that my premium wasn't received, even though I was, um, paying, i- it getting, it deducted from my paycheck. Um, so today I went through and I noticed a lot of those claims were updated, but still one is saying that, so I just wanted to call in and check up on, uh, all the progress. Okay. Um, well us at Benefits Centricard, we don't deal with claims. Uh, that's something done with the insurance carrier. Yeah. Yeah. However, let me try pulling your file and see what's going on. Um, what's the staffing agency you work for? Uh, Creative Circle. And the last four of your Social? Uh, 6826. And what was your first and last name? The claim is... Yeah. Sara Steigerwald. And for security purposes, can you verify your home address, including city, state and zip code, Sara? Yep. 2706, um, State... North Dayton Street, Apartment 2, Chicago, Illinois, 60614. And confirm your date of birth? Uh, March 26th, 1992. And a good telephone number have a 630-805-4005? Correct. And the email have a sara.elena.steigerwald@gmail? Correct. Okay. Um, so let's see here. So, checking that history it looks like the back office sent that information to the insurance carrier. Okay. Um, so it looks like 90 Degree Benefits paid out $629.85 for this claim on 12/17. And then it says APL is reprocessing the claim, and if the member can call APL or go online to their account to view the status. Is that what you're saying? Yeah, so I did that. Okay. And most of them were updated except for one. So that's what I'm calling you guys about 'cause they're gonna process it and tell me that, you know, the- the premium, uh, was not received. So that's why I'm calling you guys. Okay. What was the date of service for that, uh, last claim that wasn't paid? Um, so it was, um, the same date. So 5/21/2024. 5/21. Okay, so active coverage was for that week. Mm-hmm. Um, let's see. I can give you a claim number for the specific one, if that helps. Yeah, I may need to jot that down to reach out to the account managers- Yeah. ... just to see what actually is going on. What's that claim number? So it's 3501310. And this is with American Public Life. Okay. And just to confirm, that was 3501310? Yes, correct. Okay. That's May 21st, '24. Okay. Um, so what I'll go ahead and do, I'll reach out to the back office, let them know that, um, you still have this claim that's unpaid. Um, and that you've checked the online portal to view the status of all of them, and that you were wondering why that claim wasn't paid. And then I can reach back out to you once I receive word back from my back office. Okay, perfect. Because the other ones were updated so they're not... 'Cause, uh, th- the thing is, I'm just getting... The reasoning is our records indicate that premium for this service date was not received, which shouldn't be the case because, uh, even you said I was covered for that day. Correct. So all of the other ones were resolved, so I appreciate your back office working on that. There's just this one last one that seemed to fall through the cracks. I totally understand. Um, so like I said,

I'll reach out to my back office, have them fix this for you. And then once I do receive word back from my back office, I'll give you a call back. Okay, Sara? Okay, perfect. Thanks so much. You're welcome. You have a great day, okay? You too. All right, bye-bye. 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 Centricard. This is Austin Hutch, how can I help you today?

Speaker speaker_2: Hi, yes, I called earlier this week because I was getting a lot of claims, um, coming back saying that my premium wasn't received, even though I was, um, paying, i- it getting, it deducted from my paycheck. Um, so today I went through and I noticed a lot of those claims were updated, but still one is saying that, so I just wanted to call in and check up on, uh, all the progress.

Speaker speaker_1: Okay. Um, well us at Benefits Centricard, we don't deal with claims. Uh, that's something done with the insurance carrier.

Speaker speaker_2: Yeah. Yeah.

Speaker speaker_1: However, let me try pulling your file and see what's going on. Um, what's the staffing agency you work for?

Speaker speaker_2: Uh, Creative Circle.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Uh, 6826.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: The claim is... Yeah. Sara Steigerwald.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code, Sara?

Speaker speaker_2: Yep. 2706, um, State... North Dayton Street, Apartment 2, Chicago, Illinois, 60614.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: Uh, March 26th, 1992.

Speaker speaker_1: And a good telephone number have a 630-805-4005?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email have a sara.elena.steigerwald@gmail?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Um, so let's see here. So, checking that history it looks like the back office sent that information to the insurance carrier.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so it looks like 90 Degree Benefits paid out $629.85 for this claim on 12/17. And then it says APL is reprocessing the claim, and if the member can call APL or go online to their account to view the status. Is that what you're saying?

Speaker speaker_2: Yeah, so I did that.

Speaker speaker_1: Okay.

Speaker speaker_2: And most of them were updated except for one. So that's what I'm calling you guys about 'cause they're gonna process it and tell me that, you know, the- the premium, uh, was not received. So that's why I'm calling you guys.

Speaker speaker_1: Okay. What was the date of service for that, uh, last claim that wasn't paid?

Speaker speaker_2: Um, so it was, um, the same date. So 5/21/2024.

Speaker speaker_1: 5/21. Okay, so active coverage was for that week.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, let's see.

Speaker speaker_2: I can give you a claim number for the specific one, if that helps.

Speaker speaker_1: Yeah, I may need to jot that down to reach out to the account managers-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... just to see what actually is going on. What's that claim number?

Speaker speaker_2: So it's 3501310. And this is with American Public Life.

Speaker speaker_1: Okay. And just to confirm, that was 3501310?

Speaker speaker_2: Yes, correct.

Speaker speaker_1: Okay. That's May 21st, '24. Okay. Um, so what I'll go ahead and do, I'll reach out to the back office, let them know that, um, you still have this claim that's unpaid. Um, and that you've checked the online portal to view the status of all of them, and that you were wondering why that claim wasn't paid. And then I can reach back out to you once I receive word back from my back office.

Speaker speaker_2: Okay, perfect. Because the other ones were updated so they're not... 'Cause, uh, th- the thing is, I'm just getting... The reasoning is our records indicate that premium for this service date was not received, which shouldn't be the case because, uh, even you said I was covered for that day.

Speaker speaker_1: Correct.

Speaker speaker_2: So all of the other ones were resolved, so I appreciate your back office working on that. There's just this one last one that seemed to fall through the cracks.

Speaker speaker_1: I totally understand. Um, so like I said, I'll reach out to my back office, have them fix this for you. And then once I do receive word back from my back office, I'll give you a call back. Okay, Sara?

Speaker speaker_2: Okay, perfect. Thanks so much.

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

Speaker speaker_2: You too.

Speaker speaker_1: All right, bye-bye.

Speaker speaker_2: Bye-bye.