

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. This is Benefits in a Card, this is Malcolm. How can I help you? Uh, yes, I'm calling from a dental office. I received an Explanation of Benefits and I just wanted to c-clarify what is going on with this patient's account. Uh, what do you mean? Well, we've received an Explanation of Benefits that says, "We're 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 in a Card." So all that means is the p- the claim is still being processed when it says that. Okay. So what's- what's... Is there something wrong with the claim or what's wrong with the claim? So we... That's a question you need to ask the carrier directly. We're not a carrier, we're just the plan administrator for health insurance for staff and companies. Gotcha. Gotcha. Okay. So I'll- Do you have APL's- ... have verified that. Do you have APL's phone number? Uh, I do not. Uh, no. I can give you, give you their phone number. Okay. That's the carrier. Whenever you're ready. Okay, I'm ready. All right, it's 1-800- Perfect. ... 256- Uh-huh. ... 8606. You want to hit option four- Perfect. ... to speak with a representative. All right. Perfect. Thank you so much for your help, Malcolm. I appreciate that explanation. I will give them a call. You have a great day. You too, thank you. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: This is Benefits in a Card, this is Malcolm. How can I help you?

Speaker speaker_2: Uh, yes, I'm calling from a dental office. I received an Explanation of Benefits and I just wanted to c-clarify what is going on with this patient's account.

Speaker speaker_1: Uh, what do you mean?

Speaker speaker_2: Well, we've received an Explanation of Benefits that says, "We're 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 in a Card."

Speaker speaker_1: So all that means is the p- the claim is still being processed when it says that.

Speaker speaker_2: Okay. So what's- what's... Is there something wrong with the claim or what's wrong with the claim?

Speaker speaker_1: So we... That's a question you need to ask the carrier directly. We're not a carrier, we're just the plan administrator for health insurance for staff and companies.

Speaker speaker_2: Gotcha. Gotcha. Okay. So I'll-

Speaker speaker_1: Do you have APL's-

Speaker speaker_2: ... have verified that.

Speaker speaker_1: Do you have APL's phone number?

Speaker speaker_2: Uh, I do not. Uh, no.

Speaker speaker_1: I can give you, give you their phone number.

Speaker speaker_2: Okay.

Speaker speaker_1: That's the carrier. Whenever you're ready.

Speaker speaker_2: Okay, I'm ready.

Speaker speaker_1: All right, it's 1-800-

Speaker speaker_2: Perfect.

Speaker speaker_1: ... 256-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... 8606. You want to hit option four-

Speaker speaker_2: Perfect.

Speaker speaker_1: ... to speak with a representative.

Speaker speaker_2: All right. Perfect. Thank you so much for your help, Malcolm. I appreciate that explanation. I will give them a call. You have a great day.

Speaker speaker_1: You too, thank you.

Speaker speaker_2: Thank you. Bye-bye.