

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits Center Card. This is Malcolm. How can I help you? Hey, Malcolm. Good morning. Um, you have a supervisor who can get me? You need a supervisor? Yeah. Okay. May I ask what do you need help with? Um... Well, I'm getting the runaround between you guys and APL Insurance Company. You know, I, um, APL tells me to contact you guys because y'all haven't sent verification that my, um... I was eligible for benefits when the claim date of service. And then you guys saying, uh, you sent it over and they saying no, so it's, it's just like all last week I dealt with back and forth. And finally Friday somebody say, "No, I don't see where nothing is verified and sent over." So the lady was like, "Just call on Monday because it's the end of the week." Um, just getting a bunch of runaround for a claim that should be wrapped up already. Okay. You mind if I put you on to brief hold? No problem. Thank you. Morning, this is Chris. Hey, Chris. How you doing? I'm doing all right, ma'am. How about yourself? All right. How can I help you? Um, I was just trying to see if I can get some answers, um, um, about my claim. Um, because APL basically just saying that you guys haven't sent the verig- eligibility verification over to them. And all last week, someone was telling me they sent this, someone was telling me they didn't. And this, it's just going on too long for one. Okay. And I'm tired of the runaround. Okay, ma'am. Let me take a look at your file and see if there's any notes. Um, what staffing company do you work with? Um, On Track Staffing. And the last four of your Social? 3989. And your first and last name? Tay- Taylor Price. All right. Ms. Price, can you verify your address and your date of birth for me please? 5613 Chiltern Hills Drive, Apartment 308, Fort Worth, Texas 76112. And what else you needed? Your date of birth. 10/14/1985. Thank you. We have a phone on file for you at 682-372-2532. Is that correct? Yes. Okay. Do you mind holding on the line for me? Let me check to see if there's any updates. Okay, thank you. Mm-hmm. Ms. Price? Yeah. Thank you for holding, I appreciate your patience. Uh, looking through y- the notes and activity on this file and everything, um, the only update I can tell you right now is the same that was told to you on Friday, is that, uh, as far as we can see, APL is still currently verifying that they received what they needed to for that week of coverage, uh, where that claim happened. Only thing I can do at this point is send another email to our back office team to see if they've received any further update from APL, and as soon as we hear back from them, we can give you a call back, okay? Okay. All right. Was there anything else I could help you with? No. So, uh, I'm... I ha- do have a question. I'm trying to understand is who's waiting on verification from who? Because that's the issue. Like, I don't even understand what's going on yet. So, from my understanding, it looks like the issue is that there may have been a discrepancy with what APL fees you were covered for versus what we see you were covered for. So, APL is currently, as far as I can tell, verifying that they did receive the premium payment for, uh, the week of... Looks like this was a claim for the week of

October 21st, um, which we do see that that should have been covered. So, we're verifying with APL as to why they show something different. Um, like I said, once, once we have more information, we can give you a call back. Okay? Okay. All right. Anything else? Uh, no. All right, then. Well, if that's everything, thank you again for calling and you have a good day.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits Center Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hey, Malcolm. Good morning. Um, you have a supervisor who can get me?

Speaker speaker_1: You need a supervisor?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. May I ask what do you need help with?

Speaker speaker_2: Um... Well, I'm getting the runaround between you guys and APL Insurance Company. You know, I, um, APL tells me to contact you guys because y'all haven't sent verification that my, um... I was eligible for benefits when the claim date of service. And then you guys saying, uh, you sent it over and they saying no, so it's, it's just like all last week I dealt with back and forth. And finally Friday somebody say, "No, I don't see where nothing is verified and sent over." So the lady was like, "Just call on Monday because it's the end of the week." Um, just getting a bunch of runaround for a claim that should be wrapped up already.

Speaker speaker_1: Okay. You mind if I put you on to brief hold?

Speaker speaker_2: No problem.

Speaker speaker_1: Thank you.

Speaker speaker_3: Morning, this is Chris.

Speaker speaker_2: Hey, Chris. How you doing?

Speaker speaker_3: I'm doing all right, ma'am. How about yourself?

Speaker speaker_2: All right.

Speaker speaker_3: How can I help you?

Speaker speaker_2: Um, I was just trying to see if I can get some answers, um, um, about my claim. Um, because APL basically just saying that you guys haven't sent the verig- eligibility verification over to them. And all last week, someone was telling me they sent this, someone was telling me they didn't. And this, it's just going on too long for one.

Speaker speaker_3: Okay.

Speaker speaker_2: And I'm tired of the runaround.

Speaker speaker_3: Okay, ma'am. Let me take a look at your file and see if there's any notes. Um, what staffing company do you work with?

Speaker speaker_2: Um, On Track Staffing.

Speaker speaker_3: And the last four of your Social?

Speaker speaker_2: 3989.

Speaker speaker_3: And your first and last name?

Speaker speaker_2: Tay- Taylor Price.

Speaker speaker_3: All right. Ms. Price, can you verify your address and your date of birth for me please?

Speaker speaker_2: 5613 Chiltern Hills Drive, Apartment 308, Fort Worth, Texas 76112. And what else you needed?

Speaker speaker_3: Your date of birth.

Speaker speaker_2: 10/14/1985.

Speaker speaker_3: Thank you. We have a phone on file for you at 682-372-2532. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_3: Okay. Do you mind holding on the line for me? Let me check to see if there's any updates.

Speaker speaker_2: Okay, thank you.

Speaker speaker_3: Mm-hmm.

Speaker speaker_4: Ms. Price?

Speaker speaker_5: Yeah.

Speaker speaker_4: Thank you for holding, I appreciate your patience. Uh, looking through y- the notes and activity on this file and everything, um, the only update I can tell you right now is the same that was told to you on Friday, is that, uh, as far as we can see, APL is still currently verifying that they received what they needed to for that week of coverage, uh, where that claim happened. Only thing I can do at this point is send another email to our back office team to see if they've received any further update from APL, and as soon as we hear back from them, we can give you a call back, okay?

Speaker speaker_5: Okay.

Speaker speaker_4: All right. Was there anything else I could help you with?

Speaker speaker_5: No. So, uh, I'm... I ha- do have a question. I'm trying to understand is who's waiting on verification from who? Because that's the issue. Like, I don't even understand what's going on yet.

Speaker speaker_4: So, from my understanding, it looks like the issue is that there may have been a discrepancy with what APL fees you were covered for versus what we see you were covered for. So, APL is currently, as far as I can tell, verifying that they did receive the premium payment for, uh, the week of... Looks like this was a claim for the week of October 21st, um, which we do see that that should have been covered. So, we're verifying with APL as to why they show something different. Um, like I said, once, once we have more information, we can give you a call back. Okay?

Speaker speaker_5: Okay.

Speaker speaker_4: All right. Anything else?

Speaker speaker_5: Uh, no.

Speaker speaker_4: All right, then. Well, if that's everything, thank you again for calling and you have a good day.