Transcript: Pearl Rojas-4628315720695808-5302239039111168

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell is speaking with? Hello, my name is John, calling from Premium Health Physicians. I'm sorry, you said your name is John? Yeah, John Smith. And how can I assist you? Actually, I was w- wor... Uh, for... Uh, we are submitting a bill but we are getting an error. That they say it only accepts ICD-10 code. I'm not sure. Um, do you know what insurance carrier it is? Sorry? What is the insurance carrier's name? Uh, it's... Oh. Hello? Hello. Hello? Hello. Am I audible? Yes. What is the insurance carrier's name? Yeah. Allstate Benefit Plan. Oh, bear with me one moment. I don't believe that's an insurance carrier we work with. Give me one second, I'm gonna put you on a bri- a brief hold. Okay. Thank you so much for holding, Mr. John. So, yes, I just confirmed, we don't have an insurance carrier by that name. We don't work with an insurance carrier by that name. Okay. Actually, it was a Medicare Closeover, uh, claim. We don't work with Medicare either. We work with staffed agencies. Um, we work with, like, American Public Life or 90 Degree Benefits, but those are the only two carriers that we work with. Okay. Can, can, can you repeat the two carriers? American Public Life and 90 Degree Benefits. Okay. Thank you so much. No problem. Very nice. Can you provide me a ref- call reference number? Our... Hello? 1-14-25. 1-14-25. Thank you so much. Have a great day. No problem. You as well. Yeah, thank you.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell is speaking with?

Speaker speaker_2: Hello, my name is John, calling from Premium Health Physicians.

Speaker speaker_1: I'm sorry, you said your name is John?

Speaker speaker_2: Yeah, John Smith.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Actually, I was w- wor... Uh, for... Uh, we are submitting a bill but we are getting an error. That they say it only accepts ICD-10 code.

Speaker speaker_1: I'm not sure. Um, do you know what insurance carrier it is?

Speaker speaker_2: Sorry?

Speaker speaker_1: What is the insurance carrier's name?

Speaker speaker_2: Uh, it's... Oh.

Speaker speaker_1: Hello?

Speaker speaker_2: Hello.

Speaker speaker_1: Hello?

Speaker speaker_2: Hello. Am I audible?

Speaker speaker_1: Yes. What is the insurance carrier's name?

Speaker speaker_2: Yeah. Allstate Benefit Plan.

Speaker speaker_1: Oh, bear with me one moment. I don't believe that's an insurance carrier we work with. Give me one second, I'm gonna put you on a bri- a brief hold.

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you so much for holding, Mr. John. So, yes, I just confirmed, we don't have an insurance carrier by that name. We don't work with an insurance carrier by that name.

Speaker speaker_2: Okay. Actually, it was a Medicare Closeover, uh, claim.

Speaker speaker_1: We don't work with Medicare either. We work with staffed agencies. Um, we work with, like, American Public Life or 90 Degree Benefits, but those are the only two carriers that we work with.

Speaker speaker_2: Okay. Can, can, can you repeat the two carriers?

Speaker speaker_1: American Public Life and 90 Degree Benefits.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: No problem.

Speaker speaker_2: Very nice. Can you provide me a ref- call reference number?

Speaker speaker_1: Our...

Speaker speaker_2: Hello?

Speaker speaker_1: 1-14-25.

Speaker speaker_2: 1-14-25. Thank you so much. Have a great day.

Speaker speaker_1: No problem. You as well.

Speaker speaker_2: Yeah, thank you.